

Documentation

OpenScape Voice

OpenStage 20 E SIP, OpenStage 20/20 G SIP

User Guide



Important information

	For safety reasons, the telephone should only be supplied with power: • using the original power supply unit. Part number: L30250-F600-C14x (x: 1=EU, 2=US, 3=UK) or • in a LAN with PoE (Power over Ethernet), which complies with the IEEE 802.3af standard.
	Never open the telephone or a key module. Should you encounter any problems, contact the responsible administrator.
	Use only original Siemens accessories. The use of other accessories may be hazardous and will render the warranty, extended manufacturer's liability and the CE marking invalid.

Trademarks

 The device conforms to the EU directive 1999/5/EC as attested by the CE marking.

 All electrical and electronic products should be disposed of separately from the municipal waste stream via designated collection facilities appointed by the government or the local authorities.

Proper disposal and separate collection of your old appliance will help prevent potential damage to the environment and human health. It is a prerequisite for reuse and recycling of used electrical and electronic equipment.

For more detailed information about disposal of your old appliance, please contact your city office, waste disposal service, the shop where you purchased the product or your sales representative.

The statements quoted above are only fully valid for equipment which is installed and sold in the countries of the European Union and is covered by the directive 2002/96/EC. Countries outside the European Union may impose other regulations regarding the disposal of electrical and electronic equipment.

Location of the telephone

- The telephone should be operated in a controlled environment with an ambient temperature between 5°C and 40°C.
- To ensure good speakerphone quality (OpenStage 20/20 G only), the area in front of the microphone (front right) should be kept clear. The optimum speakerphone distance is 50 cm.
- Do not install the telephone in a room where large quantities of dust accumulate; this can considerably reduce the service life of the telephone.
- Do not expose the telephone to direct sunlight or any other source of heat, as this is liable to damage the electronic components and the plastic casing.
- Do not operate the telephone in damp environments such as bathrooms.

Product support on the internet

Information and support for our products can be found on the Internet at:
<http://www.siemens-enterprise.com/>.

Technical notes, current information about firmware updates, frequently asked questions and lots more can be found on the Internet at:
<http://wiki.siemens-enterprise.com/>.

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General information

About this manual

This document contains general descriptions of the technical options, which may not always be available in individual cases. The respective features must therefore be individually defined in the terms of the contract.

If a particular function on your phone is not available to you, this may be due to one of the following reasons:

- The function is not configured for you or your telephone. Please contact your system support representative.
- Your communications platform does not feature this function. Please contact your Siemens sales partner for information on how to upgrade.

This user guide is intended to help you familiarize yourself with OpenStage and all of its functions. It contains important information on the safe and proper operation of your OpenStage phone. These instructions should be strictly complied with to avoid operating errors and ensure optimum use of your multifunctional telephone in the network.

These instructions should be read and followed by every person installing, operating or programming an OpenStage phone.



For your own protection, please read the section dealing with safety in detail. Follow the safety instructions carefully in order to avoid endangering yourself or other persons and to prevent damage to the unit.

This user guide is designed to be simple and easy to understand, providing clear step-by-step instructions for operating your OpenStage phone.

Administrative tasks are dealt with in a separate manual. The Quick Reference Guide contains quick and reliable explanations of frequently used functions.

Symbols used in the manual

Settings

Operations and settings that can be made both at the phone and over the Web interface are indicated by an icon and page reference.



is a reference to an operation or setting performed directly on the phone



is a reference to an operation or setting performed via the Web-interface

Call recording

-  Switch on recorder (standby mode)
-  Switch off recorder
-  Start recording
-  Stop recording

Service



The Siemens service department can only help you if you experience problems or defects with the phone. Should you have any questions regarding operation, your specialist retailer or network administrator will gladly help you. For queries regarding connection of the telephone, please contact your network provider.

If you experience problems or defects with the phone, please dial the service number for your country.

Intended use

The OpenStage phone is a desktop unit designed for voice transmission and for connection to the LAN. It can also be used as a workstation device. Any other use is regarded as unauthorized.

Telephone type

The phone name data can be found on the name plate on the base of the device; The exact product name and serial number are specified here. Specific details concerning your communications platform can be obtained from your service technician.

Please have this information ready when you contact our service department regarding faults or problems with the product.

Speakerphone quality and display legibility

- To ensure good speakerphone quality (OpenStage 20/20 G only), the area in front of the telephone (front right) should be kept clear. The optimum distance is approx. 50 cm.
- Proceed as follows to optimize display legibility:
 - Turn the phone to tilt the display. This ensures you have a frontal view of the display while eliminating light reflexes.
 - Adjust the contrast as required → page 118.

Getting to know your OpenStage phone

The following sections describe the most frequently used operating elements and the displays on your OpenStage phone.

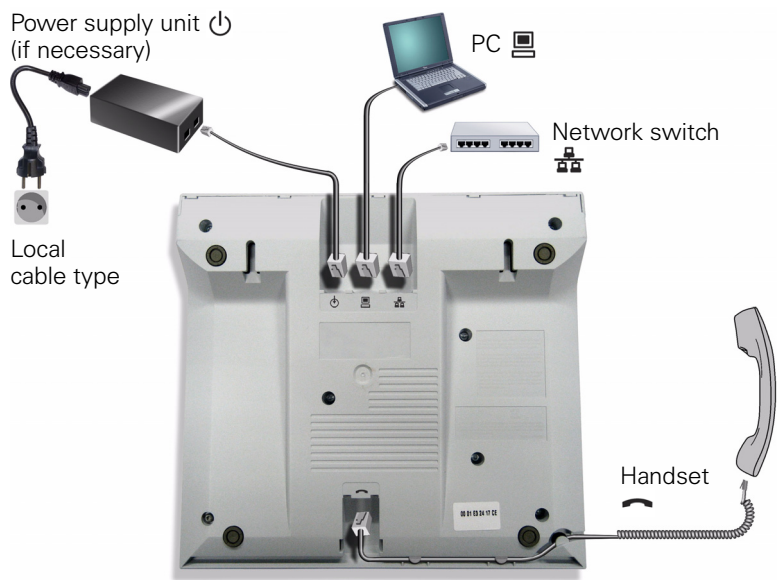
The user interface of your OpenStage 20 E/20 G SIP

➡ OpenStage 20 E and OpenStage 20/20 G are identical apart from the additional speakerphone mode offered by OpenStage 20/20 G.



1	You can make and receive calls as normal using the handset .
2	The tilt-and-swivel display provides intuitive support for telephone operation (two lines with up to 33 characters each).
3	The function keys allow you to call up the most frequently used functions during a call (e.g. Disconnect) → page 15.
4	 mailbox key and  menu key .
5	Audio keys are also available, allowing you to optimally configure the audio features on your telephone → page 15.
6	Using the 3-way navigator , you can conveniently navigate through the applications on your telephone → page 16.
7	The keypad can be used to enter phone numbers and text → page 17.

Ports on the underside of the phone

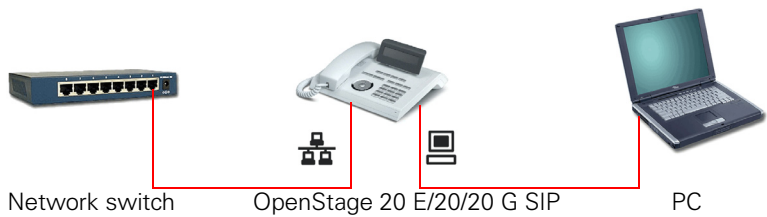


Properties of your OpenStage 20 E/20/20 G SIP

OpenStage	20 E	20	20 G
LCD display, 24 x 2 characters	✓	✓	✓
Full-duplex speakerphone function	-	✓	✓
10/100 Mbps Ethernet switch → page 14	✓	✓	-
1000 Mbps Ethernet switch → page 14	-	-	✓
Wall mounting	✓	✓	✓

Using network ports more efficiently

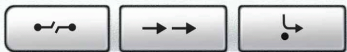
OpenStage 20 E/20 has a built-in 10/100 Mbps Ethernet switch. The OpenStage 20 G has a 1000 Mbps Ethernet switch. This means that you can connect a PC to the LAN directly via the phone. The telephone-PC connection option must first be activated on the telephone by administrator.



Using this connection option saves one network port for each switch used and requires fewer or shorter network cables when arranged correctly.

Keys

Function keys

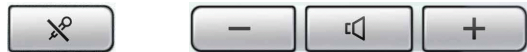


Key	Function when key is pressed
	End (disconnect) call.
	Saved number redial (last number dialed).
	Button for fixed call forwarding (with red LED key).



Key	Function when key is pressed
	Open the phone's main menu (with red LED key).
	Open the menu for voicemail or missed calls (with red LED key).

Audio keys



Key	Function when key is pressed
	Activate/deactivate the microphone (OpenStage 20/20 G only; also for speakerphone mode/with red LED).
	Set volume lower and contrast brighter.
	Turn speaker on/off (with red LED key).
	Set volume louder and contrast darker.

3-way navigator



Remove the protective film from the ring around the 3-way navigator before using the phone.

With this control, you can manage most of your phone's functions, as well as its displays.

Operation	Functions when key is pressed
 Press the  key.	In idle mode: • Open the idle menu → page 19 In lists and menus: • Scroll down
 Press the  key.	In lists and menus: • Scroll up
 Press the  key.	• Confirm input • Perform action

Keypad

You can only use the digits 1 to 9 and 0 as well as the * and # characters when dialing a number. To delete digits, select the "back" function on the navigator, and confirm with .

In situations where text input is possible, for example, when entering the user password, you can also use the dial keys to enter text in addition to the digits and special characters mentioned. To do this, press the numerical keys repeatedly.

Example: To enter the letter "h", press the number  key on the keypad twice. When entering text, all characters available for the key pressed and the character selected are briefly displayed.

Character overview (depends on the current language setting)

Key	1x	2x	3x	4x	5x	6x
	]	1				
	a	b	c	2	ä	
	d	e	f	3		
	g	h	i	4		
	j	k	l	5		
	m	n	o	6	ö	
	p	q	r	s	7	ß
	t	u	v	8	ü	
	w	x	y	z	9	
	0					
	[1]	[2]				

- [1] Next letter in upper case (active for maximum one second)
- [2] Switch to digit input

	.	,	?	!	'	"	-	(	)	@	/	:	_						
---	---	---	---	---	---	---	---	---	---	---	---	---	---	--	--	--	--	--	--

Multi-function keys

Key	Function during text input	Function when held down
	Write special characters.	Activate/deactivate ringtone.
	Switch between upper and lower case	Activate the telephone lock.

Alphabetic labeling of dial keys is also useful when entering vanity numbers (letters associated with the phone number’s digits as indicated on the telephone spell a name, e.g. 0700 - PATTERN = 0700 - 7288376).

Text editor

Additional options are available in the text editor. This is used when programming a forwarding destination, for example. In this way, you can, for example, move the cursor freely and copy or insert text.

- You can select further editor functions via the click wheel, and confirm each one using :
- OK: Applies changes and closes the editor
 - Delete: Deletes characters from right to left
 - Cancel: Discards changes and exits the editor
 - Mode (here  can also be used to switch):
 - 123: Digits only
 - ABC: Upper-case letters only
 - Abc: First letter in upper case, subsequent letters in lower case
 - abc: Lower case letters only
 - Move cursor left: Moves the cursor to the left
 - Move cursor right: Moves the cursor to the right
 - Copy: Copies the entire content to the clipboard
 - Paste: Inserts the entire content from the clipboard to the cursor position

Display

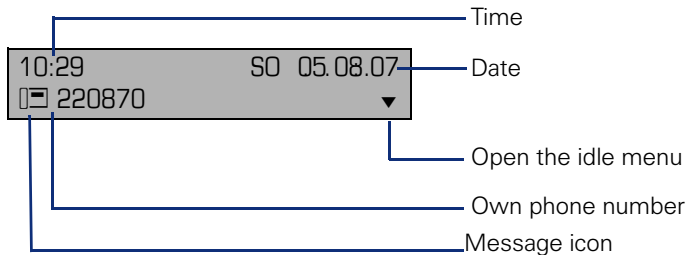
Your OpenStage 20 E/20/20 G SIP comes with a tilt-and-swivel black-and-white LCD display. Adjust the tilt and contrast to suit your needs (→ page 118).

Idle mode

If there are no calls taking place or settings being made, your OpenStage 20 E/20/20 G SIP is in idle mode.

Press the  key to return to the idle display again, for example, from a call list (→ page 22). To return to the idle display again from the Service menu (→ page 23), press the  key.

Example:



Idle menu

When in idle mode, press a key on the 3-way navigator → page 16 to display the idle menu. You can call up various functions here. Entries may vary.

The idle menu may contain the following entries:

- Redial?
- Ringer off?
- Do not disturb on?
- Mobile logon?
- Cancel callbacks?
- Directed pickup
- Back?

Icons in the idle display

In the first line, the time, weekday, and date are displayed in addition to icons for different situations and switches:

Icon	Explanation
	The ring tone is deactivated.
	The phone lock is activated.
	The "Do not disturb" function is activated.

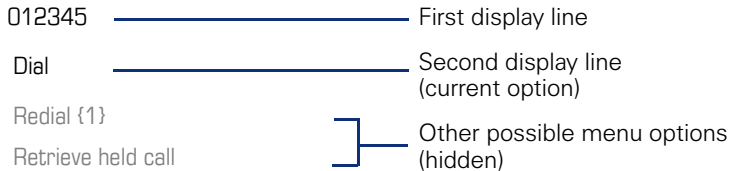
Your attention will be drawn to events in the second line:

Icon	Explanation
	You received new voice messages.
	New entries have been added to the call lists.
	Local call forwarding is active.
	An advisory icon in front of own phone number (replaced, for example, by call forwarding or mobility icon).

Functions during a call

In many operating situations you are offered appropriate functions or advisories in the second line of the display. Other available functions remain hidden and can be selected using Navigation key  or .

Example: You set up a consultation call. The second line displays the first of three dependant functions. Select the appropriate function and confirm this with .



The menu with the functions closes automatically after you have executed an action. To delete info-only messages, press Navigation key .

Icons during a call

Icon	Meaning
—	The call is active.
HD	High-quality voice connection (G.722).
⚡	The call has been disconnected.
⏸	You have placed the call on hold (e.g. consultation hold).
⏸	Your call partner has placed the call on hold.
🔒	The voice connection is secure.
🔒	The voice connection is not secure.

Records

Entries in the call list and messages in your mailbox system (if configured) are known as records.

The LED on the  key flashes to signal new missed calls or messages → page 15.

Press the  key and use the click wheel to select the required submenu.

- **Messages**
- **Calls**

You can use the click wheel to navigate through the menus as described on → page 16.

Messages

If configured (contact the relevant administrator), this provides you with access to your mailbox system e.g. HiPath Xpressions.

If your system is appropriately configured, activating this function opens the menu for voicemail → page 36.

Calls

This list appears as soon as you receive **new** missed calls if you select the option **Calls** in the Records menu. You can then scroll up or down to reach the **Calls** menu. The following calls or call attempts are logged as call lists:

- Missed: Missed calls
- Dialed: Dialed calls (with or without connection)
- Received: Answered calls
- Forwarded: Forwarded calls

The number of missed calls and unchecked calls is shown on the idle display. Missed calls are not saved and displayed if the call journal is disabled → page 84

Call lists



The call journal function must be activated in order to display call lists → page 84. The call journal must also be activated for the customary last number redial function. If the call journal is not activated, you are simply shown the voicemail selection when you press the  key.

Each call list may contain up to 30 entries. Once this limit is reached, the oldest entry in the log is deleted. Multiple calls from the same number are only listed once.

The following data is saved, e.g. for missed calls:

- Phone number/name depending on available data.
- Number of call attempts.
- The date and time of the last call attempt from each user listed.

The administrator may have made special settings for missed calls. To indicate new missed calls,

- the LED on the  key flashes and you are shown a message on the display,
- or you may simply receive a message on the display.

Missed calls are not signaled if the call journal is disabled → page 84.

Entries can only be saved if the caller ID is displayed as a name, number or both. If the caller ID is not transferred, the call is saved as "Unknown".

You can delete all the entries from the respective call list → page 83. After selecting an entry, you can dial it immediately by confirming → page 74.

Program/Service menu

You can make local settings here. Press the  key and confirm the **User** menu. If configured, enter and confirm your personal user password.

You can use the click wheel to navigate through the menus as described on → page 16. Once the admin password has been entered, the **Admin** menu is available to the relevant administrator.

User settings

In the **User** menu, settings options are provided that allow you to adapt the telephone to your individual requirements.

Select one of the following menus with the click wheel:

- "Date and time" → page 119
- "Audio" → page 123
- "Configuration" e.g. → page 86 or → page 56
- "Phone" → page 118
- "Locality" → page 123
- "Security" → page 87 or → page 90
- "Network information" → page 132
- "Diagnostic information" → page 143
- "Reset" → page 133

If you are in one of these menus or submenus, depending on the situation, you have the following options to leave the menus:

- **Save & Exit** (If you have made a setting and want to keep it)
- **Exit (Discard Changes)** (If you have made a setting which you do not want to use after all or if you do not want set any of the options)
- **Back** (If you want to leave the main menu or submenu)
- Press and hold the  key to access the option to leave the menu.
- You exit the menu by pressing the  key and return to idle mode → page 19.

Interrupting editing in the menu

You can interrupt editing in the menu, for example, to call someone or to answer a call. Then press the  key. This takes you back to the point in the menu from which you exited.

This is however only possible for a limited period which is by administrator using the inactivity timeout setting. If the configured time expires, you need to reenter your password when opening the menu and manually go to the required point in the menu.

Interrupting the editing:

- By pressing the  key you interrupt the editing, leave the menu and return to idle mode → page 19.
- If you receive a call during editing and you answer it, you automatically change to the call view.

To go back to editing mode in the menu, press the  key again.

Network information

Information about the IP address or name which was assigned to the phone in the network and therefore the HTML address of the web interface.



View information on the phone → page 132



Contact your administrator or refer to the OpenStage Administration Manual for more on the network information values listed here.

Diagnostic Information



Provides information on all the main settings for the telephone. Can provide valuable help in support situations → page 143.

Perform reset



Personal settings made via the telephone menu or the web interface can be reset to factory settings → page 133.

Administration

You can access the administration area via the "Admin" function and by entering the administration password.

Refer to the administration manual supplied with your phone for more detailed information on this topic.

Control and monitoring function

A control or monitoring function can be activated on your phone for service purposes by remote maintenance.

Control function

The administrator has the option to activate and deactivate features of the phone via remote maintenance. During maintenance the handset, microphone, loudspeaker and headset are deactivated. You are additionally informed on the display that the control function is active.

Monitoring function

In order to detect malfunctioning of a phone for example, the administrator installs a monitoring function. You can use your phone as normal during monitoring. However you will first be informed about the operation with a message on the display and prompted to allow monitoring.

If administrator has activated a function on your phone, which continuously transmits operating data to a server, you will see the flashing icon  in the upper display line.

Activating a diagnostic call

In the event of connection problems with a specific destination, the administrator may ask you to enter an activation code before the number of the subscriber, which can be used to initiate tracing of the call data on the phone. The activation code, which must be provided to you by the administrator and which comprises a leading asterisk, followed by three digits and the hash sign as the terminating character, must be entered before the actual phone number. At the end of the call, the call-related data is sent for further analysis to the DLS server, which then passes it to the "OpenScape Voice Trace Manager".

Step by step

Basic functions



Please read carefully the introductory chapter "Getting to know your OpenStage phone" → page 12 before performing any of the steps described here on your phone.

Secure voice transmission

Prerequisite: The secure voice communication option must be activated by your administrator.

If you call a party or receive a call from a party over a secure connection, a padlock icon¹ appears on the other party's row on your graphic display. You can opt to have voice connections that are no longer secure indicated by a brief alerting tone and a window with the message "Unencrypted call" (see → page 127).

Answering a call

Your OpenStage phone rings with the tone signal set when an incoming call is received.

If transmitted, calling party information (name, phone number) appears on the display.



If you have set a pattern melody → page 124 or a ringtone → page 124 on your phone, it is possible that the administrator presets a different ringtone or deactivates the ringtone, regardless of the call type (e.g. an external or internal call).

An incoming call will interrupt any ongoing telephone setting operations. When the call ends, you can press the  key to return to the point in the menu structure where you were interrupted.

1. Closed for secure or open for nonsecure voice communication

Step by step

if nec.  or 

Answering a call via the handset

The phone is ringing. The caller is displayed.
Lift the handset.
Set the call volume.

Answering a call via the loudspeaker (speakerphone mode)

 Speakerphone mode is only available in OpenStage 20/20 G.

Accept? 

or



if nec.  or 

The phone is ringing. The caller is displayed.
Confirm. The  key lights up.
Press the key shown. The key lights up. The speakerphone function is activated.
Set the call volume.

Suggestions for using speakerphone mode:

- Tell the other party that speakerphone mode is active.
- Adjust the call volume while speakerphone mode is active.
- The ideal distance between the user and the phone in speakerphone mode is about 50 cm.

Step by step

Directed pickup

You can pick up a call signaled at an absent coworker's phone. If a colleague has placed a call on hold on their multi-line phone you can also pick up this call.

Accept call

Prerequisite: You know the coworker's internal phone number and the function is configured for you in OpenScape Voice.

A coworker's phone rings.

Directed pickup?



Select and confirm the option shown in the idle phone's context menu.

or.



Lift the handset.

or



Press the key shown.

Directed pickup?



Select and confirm the option shown.



Enter and confirm the relevant phone's internal number. You are connected to the calling party either via the handset or in speakerphone mode.

Step by step

Picking up the held call:

Prerequisite: Your colleague has placed a call on "hold" on their multi-line phone. You know the coworker's internal phone number and the function is configured for you in OpenScape Voice.

Directed pickup? ▾

Select and confirm the option shown.

or.



Lift the handset.

or



Press the key (only OpenStage 20/20 G).

Directed pickup? ▾

Select and confirm the option shown.



Enter and confirm the relevant phone's internal number. You are connected to your colleague's held call either via the handset or in speakerphone mode.

Step by step

Switching from handset to speakerphone mode



Make note of the two different processes and activate, if necessary, your preferred setting
→ page 126.



Speakerphone mode is only available in OpenStage 20/20 G.

Prerequisite: You are conducting a call via the handset and the microphone and loudspeaker functions have been activated by administrator.

Standard mode



and



Hold down the key and replace the handset. Then release the key and proceed with your call.

US mode

If the country setting is set to US, you do not have to hold down the loudspeaker key when replacing the handset to switch to speakerphone mode.



Press the key shown.



Replace the handset. Proceed with your call.



A secure voice communication is indicated by a closed padlock icon on the graphic display; a non-secure voice communication is indicated by an open padlock icon on the graphic display (see also → page 27)

Step by step

Switching from speakerphone mode to the handset

 Speakerphone mode is only available in OpenStage 20/20 G.

Prerequisite: You are conducting a call in speakerphone mode.



Lift the handset. The  key goes out.

Open listening

You can let other people in the room join in on the call. Let the other party know that you have turned on the loudspeaker.

Prerequisite: You are conducting a call via the handset.

Activating



Press the key shown.

Deactivating



Press the lit key.

Switch to speakerphone mode.

 Speakerphone mode is only available in OpenStage 20/20 G.



and 

Hold down the key and replace the handset. Then release the key and proceed with your call.

Step by step

Activating/deactivating the microphone

To prevent the other party from listening in while you consult with someone in your office, you can temporarily switch off the handset microphone or the handsfree microphone (OpenStage 20/20 G only).

Prerequisite: You are conducting a call.

Deactivating the microphone



Press the key shown. The key lights up.

Activating the microphone



Press the lit key.

Ending a call



Press the key shown.

or

Disconnect? ▲

or

If you are conducting a call via the handset:



Replace the handset.

or

In speakerphone mode:



Press the lit key.

Step by step

Group call

Your administrator can incorporate multiple telephones in a call pickup group. If your telephone belongs to a pickup group, you can also accept calls intended for other members of the group.

A group call is displayed on the phone. administrator may have made the following settings for signaling:

Telephone status			Ring on group call = Yes	Ring on group call = No
Ringer on	Silent		Ringtone Loudspeaker	Beep Loudspeaker
	in Connection	Handset	Ringtone Loudspeaker	Beep Handset
		Handset Open listening	Beep Handset and loud- speaker	Beep Handset and loud- speaker
		Open listening	Beep Loudspeaker	Beep Loudspeaker
		Speakerphone mode	Beep Loudspeaker	Beep Loudspeaker
Ringer off	Silent		Nothing	Nothing
	in Connection	Handset	Nothing	Beep Handset
		Handset Open listening	Beep Handset and loud- speaker	Beep Handset and loud- speaker
		Open listening	Beep Loudspeaker	Beep Loudspeaker
		Speakerphone mode	Beep Loudspeaker	Beep Loudspeaker

The volume settings can be found from → page 123.

Step by step

Further administrator settings for group calls:

- The group call can be picked up both by lifting the handset and via the "Pickup call" menu option.
- The group call be picked up via the "Pickup call" menu option but **not** by just lifting the handset.

A group call is waiting is displayed with

Pickup: *Caller*

for: *Station*

Picking up a group call

The pop-up menu opens:

Pickup call?

or



Lift the handset (only if the appropriate function is set by your administrator).

Ignoring a group call

Ignore?



Select and confirm the option shown. The phone stops signaling the group call.

Step by step

Listening to voicemail

To use this function, you need to have a voice mailbox set up on your communication platform for voicemails (see → page 22).

The message key  flashes to indicate new messages and the  icon appears on the display. The LED only extinguishes when all new messages have been picked up and there are no missed calls.

Picking up messages



Press this key when the phone is in idle mode. The menu for data records opens.

Messages

Select and confirm to open the menu for voicemail.

If messages are waiting, you will be shown a list with the new messages and the messages you have already listened to, sorted by status. The number of the respective messages is indicated. You can browse the list using the cursor keys.

Call Mailbox

Confirm the option shown to call the mailbox. Follow the voice instructions. You may need to enter a password.

Calling the mailbox directly

You can also call the mailbox directly without using the menu. The mailbox answers even if there are no messages waiting.



Lift the handset.



Press this key. The mailbox answers. Follow the voice instructions. You may need to enter a password.

 You can call the mailbox any time you see the "Please dial" prompt on the display.

Step by step

Making calls

 If you selected the option "Busy When Dialing" → page 77, you will not be interrupted by an incoming call. In this case, the caller hears the busy signal.

Off-hook dialing



Lift the handset.



Enter the station number.

Dial

Confirm or wait until the dial delay expires (see → page 75).

or

Redial {1} ##?

Confirm¹. ## represents the last number dialed.

The connection is set up.

 If you are using a dial plan and Immediate dialing is set (see → page 39), dialing is automatically performed as soon as the character string entered matches an entry in the dial plan.

1. Please note the information in relation to the call journal on → page 41

Step by step

On-hook dialing

The connection is set up with on-hook dialing via the loudspeaker (speakerphone mode; only OpenStage 20/20 G).



Press the key (only OpenStage 20/20 G).



Enter the station number.



Press or wait until the dial delay expires (see → page 75).

or

Redial {1} ##?

Confirm¹. ## represents the last number dialed.

First enter the number

First enter the number. The loudspeaker key illuminates when you enter the first digit.



Enter the station number.

Dial

Confirm or wait until the dial delay expires (see → page 75).

The connection is set up.



If you are using a dial plan and Immediate dialing is set (see → page 39), dialing is automatically performed as soon as the character string entered matches an entry in the dial plan.

1. Please note the information in relation to the call journal on → page 41

Step by step

Immediate dialing

Immediate dialing should only be activated if administrator has configured and approved a dial plan.

Immediate dialing is deactivated by default. For this reason after entering the number you must either confirm the "Dial" option or wait until the dial delay expires to set up the connection. If **Immediate dialing** is configured, your call is automatically dialed as soon as the string entered matches an entry in the dial plan.

Activating or deactivating immediate dialing



You can also configure this setting via the WEB interface → page 145.



Press the key shown.

User

Confirm.

if nec. 

Enter and confirm the user password.

Configuration

Select and confirm the option shown.

Outgoing calls?

Confirm.

Immediate dialing = No



Select and confirm the option shown.

Yes



Select and confirm the option shown to activate the immediate dialing function.

Option = Save & Exit



Select the option shown and confirm twice.

Step by step

Dialing using the hot or warm line function

Your administrator can configure a hot or warm line for your phone.

If you lift the handset of the phone or press the loud-speaker key (only OpenStage 20/20 G)

- with a hot line immediately or
- with a warm line after a defined period of time,
- a number specified by administrator is dialed.

Examples:

- The phone in the lift immediately dials the reception number.
- The phone at a patient's bed dials the ward number e.g. after a minute if no other number is dialed.

Step by step

Redial



You must have activated the call journal in order to use the call list. This also applies for redialling the last number dialled → page 84. If the call journal is disabled, you will be shown the message "Key function unavailable" on the display when you try to execute the last number redial function using the  key.

If you still want to access the function for redialling the last number dialled despite having disabled the call journal, you can alternatively use the OpenScape Voice "last caller redial" function, assuming this function has been activated by the administrator → page 115.



Press the key shown.

You are automatically directed to the **Dialed** call list in the **Calls** menu (see → page 22).

Select and confirm the entry you want.

Niels, Bohr

31.05. 07:06

Dial

Confirm. The phone number associated with the list entry is dialed.



or



Press the key (only OpenStage 20/20 G).

Redial {1} ##?

Confirm. The last phone number entered is dialed.

Redial {1} ##?

Redialing from the idle menu

Select and confirm the option shown. The last phone number entered is dialed.



or



A secure voice communication is indicated by a closed padlock icon on the graphic display; a non-secure voice communication is indicated by an open padlock icon on the graphic display (see also → page 27)

Step by step

Consult? ▾

or **Start conference**

Start conference



Disconnect & return? ▾

Retrieve held call

Consulting a second party

You can call a second party while a call is in progress. The connection to the first party is placed on hold.

Prerequisite: You are conducting a call.

Select and confirm the option shown.

Select and confirm the option shown in the context menu for the call connection when you intend to set up a conference with the new participant.

Enter and confirm the second party's phone number.

 If you want to use a **call list** for the consultation, select **Hold** in the context menu instead of Consult and then select the required call list (→ page 74).

Alternatively you can select a call list without using the **Hold** functions – the active call is automatically placed on **Hold**.

Ending a consultation call

You end the consultation

Select and confirm the option shown.

The consultation call is disconnected. The call with the first party is resumed.

The second party hangs up

If the second call partner hangs up, you will be prompted to retrieve the first call again if.

Confirm the option shown. You are reconnected with the first party.

Step by step

Alternate? ▼

Disconnect & return? ◆

Switching to the held party (alternating)**Prerequisite:** You are conducting a consultation call.

Select and confirm the option shown.

In the first display line, the phone number or name and the duration of the active connection are displayed.



You can switch back and forth between two subscribers by repeatedly selecting and confirming "Alternate".

Ending an alternate operation

Select and confirm the option shown.

The active call is disconnected and the held call is restored.

Step by step

Complete Xfer? ▾

or
 or 



User

if nec. 

Configuration

Connected calls?

Allow call joining = Yes ▾

Yes ▾

Option = Save & Exit ▾

Connecting parties

You can connect the first party with the party you consulted, clearing down your connection to both parties in the process.

Prerequisite: You are conducting a consultation call → page 42 and call joining is allowed → page 44.

Select and confirm the option shown.
The active and held calls are joined. You are disconnected from the call.

Connect by hanging up

Replace the handset or, if you are in speakerphone mode (OpenStage 20/20 G only), press the loudspeaker key. The other two parties are now connected to one another.

Allowing call joining

You can also configure this setting via the WEB interface → page 145.

Press the key shown.

Confirm.

Enter and confirm the User password.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.

Select the option shown and confirm twice.

Step by step

Call forwarding

You can forward calls for your phone to another phone. You can also change, activate and deactivate call forwarding during a call. The function **Forwarding** must be authorized by administrator.

Prerequisite: The call forwarding function is programmed (→ page 47).

Three forwarding conditions can be programmed in the forwarding menu:

- All Calls
- Busy
- On no reply

Because of its direct impact, "All Calls" call forwarding has the highest priority followed by "No reply" and "Busy".

If active, "All Calls" call forwarding is indicated on the graphic display when the phone is idle. The Forwarding key also lights up.

Forwarded calls can be logged in a call list (see → page 22).

The menu **Forwarding** offers you three types of call forwarding:

- ☐ All calls
Destination phone number
- ☐ Busy
Destination phone number
- ☐ No reply
Destination phone number

A phone number may already be assigned to each call forwarding type. For example, one Destination could be Destination 12345.

Step by step

Activate or deactivate immediate call forwarding



Press the key shown.

Deactivating call forwarding

If call forwarding was activated for **All calls**, it will now be automatically deactivated.

or Activate call forwarding to last destination.

The pop-up menu opens:

The message:

"**Set forward on to**" is displayed with the number of the last forwarding destination and you have the following options:

- Accept
- Set a forwarding destination
- Edit call forwarding
- Cancel

Accept? ▾

Use last forwarding destination

Select and confirm the option to use the last saved forwarding destination for **All calls** again. Call forwarding to this destination is immediately activated for All calls and the key illuminates.

or Activate with variable destination phone numbers

If you want to use a new forwarding destination:

Set a forwarding destination ▴

Select and confirm the option shown.



Enter and confirm the new destination phone number.

or Confirm saved destination phone number (displayed).

Call forwarding to this destination is immediately activated for **All calls** and the key illuminates.

Step by step

Saving destination phone numbers for call forwarding



You can also enter the call forwarding settings via the user menu (→ page 58) or via the WEB interface → page 145.



Press the key shown.

The pop-up menu opens:

The message:

"**Set forward on to**" is displayed with the number of the last forwarding destination and you have the following options:

- Accept
- Set a forwarding destination
- Edit call forwarding
- Cancel

Edit call forwarding?



Select and confirm the option shown.

Three types of call forwarding are offered in the settings menu:

- All calls
- Busy
- No reply



You can check whether **Busy** or **No reply** call forwarding is activated.

Save destination phone number

☐ All calls?



Select and confirm type of forwarding (here for instance All calls)

Enter destination?



Select and confirm the option shown.



Enter/edit and confirm the destination phone number.

or Edit favourites

You can configure up to five destination phone numbers for call forwarding. These destination phone numbers can then be assigned different forwarding conditions.

☐ All calls



Select and confirm type of forwarding (here for instance All calls)

Step by step

Edit favourites? ▾

Select and confirm the option shown.

Destination 1 ▾

E.g. select and confirm first destination.



Enter/edit and confirm the destination phone number. If necessary, define additional destination phone numbers.

Save & Exit ▾

Select and confirm the option shown

Copy and insert destination phone numbers

The current destination phone number for a call forwarding type is copied. For example, the current destination phone number for All calls should also become the current destination phone number for No reply.



Press the key shown.

The pop-up menu opens:

Edit call forwarding? ▾

Select and confirm the option shown.

Three types of call forwarding are offered in the settings menu:

- All calls
- Busy
- No reply

1. Copy

☐ All calls: 3339 ▾

Select and confirm type of forwarding (here for instance All calls)

Copy? ▾

Select and confirm the option shown.

2. Insert

☐ No reply ▾

Select and confirm type of destination forwarding (here for instance No reply)

Paste? ▾

Select and confirm the option shown.

☒ No reply: 3339 ▾

Both types of call forwarding now have the same destination phone number. The call forwarding type No reply is automatically activated.

Step by step

☐ All calls: 3339 ▾

3336 ▴ ▾

☒ All calls: 3336 ▾



Edit call forwarding? ▴ ▾

☐ All calls: 3339 ▾

Turn on: ▾

Assign a destination phone number for call forwarding

Prerequisite: At least one destination phone number has already been saved.

Select and confirm type of forwarding (here for instance All calls)

Select and confirm a saved destination.

The forwarding type is activated and the new destination is displayed.

Press the illuminated key to open the call display. If All calls was activated, the forwarding destination is displayed with the forwarding symbol and the  key illuminates. The Busy and No reply types of call forwarding are not displayed.

Activate/deactivate call forwarding

Prerequisite: A forwarding destination is already configured for the relevant forwarding type.

Press the key shown.

The pop-up menu opens:

The message:

"**Set forward on to**" is displayed with the number of the last forwarding destination and you have the following options:

- Accept
- Set a forwarding destination
- Edit call forwarding
- Cancel

Select and confirm the option shown.

Choose one of the forwarding types offered

- ☐ All calls: 3339 (default setting is off)
- ☐ Busy: 3335
- ☐ No reply: 3336

and confirm your selection. For example here All calls.

Select and confirm the option shown. Call forwarding is activated. This type of call forwarding is deactivated with **Turn off**.

Step by step

Call forwarding settings can appear as follows:

- ☐ All calls: 3339 (default setting is off)
- ☒ Busy: 3335
- ☒ No reply: 3336



Press the illuminated key to open the call display. If **All calls** was activated, the forwarding destination is displayed with the forwarding symbol and the  key illuminates. The Busy and No reply types of call forwarding are not displayed.

Defining the ring duration before call forwarding on no reply

You can define how often the phone should ring before the "No reply" call forwarding is activated.



This setting is only available if the "Server features" function was deactivated by the administrator.



You can also configure this setting via the WEB interface → page 145.



Press the key shown.

Within three seconds:

Edit call forwarding ▾

Select and confirm the option shown.

☐ No reply: 3335 ▾

Select and confirm the type of call forwarding.

Set delay ▲

Select and confirm the option shown.



Enter the desired time in seconds and confirm your entry. The set time is displayed with the option. Call forwarding is activated.



Press the illuminated key to open the call display.

Step by step**Call forwarding chain**

Sometimes calls to a station are forwarded to another station which also has call forwarding or DND activated. This can create a call forwarding chain consisting of several telephones where the last member of the chain is your phone.

A popup window opens on your phone's screen with the following information:

- Who is calling
- Who forwarded first or last.
- The reason for the forwarding is displayed by an icon.

You can set whether the station that forwarded first or last is displayed (see → page 59).

Step by step

Callback

You can request a callback if the station called is busy or if nobody answers.
You receive a callback when the other party's line becomes free.

 This option is only available if both you and administrator has activated the function (→ page 54).

Requesting callback

Prerequisite: The station called is busy or nobody answers.

Call back? ▲

Select and confirm the option shown.

Deleting callback requests

You can delete scheduled callback requests if you no longer need to return a call, for example, at the end of the working day.

Prerequisite: At least one callback was requested. The phone is idle.

Cancel call backs? ▼

Select and confirm the option shown.

Disconnect? ▲

All callback requests are deleted.

Step by step

Accept

Reject?

Deflect?



Responding to a callback

Prerequisite: A callback was requested. Your phone rings and the station information appears on the screen.

Accepting a callback

Select and confirm the option shown.

Rejecting a callback

Prerequisite: The function Reject is authorized by administrator.

Select and confirm the option shown.

The callback request is deleted. The caller hears the busy signal. The caller's phone number is added to the missed calls list.

Forwarding a callback

Prerequisite: The function Reject is authorized by administrator.

Select and confirm the option shown.

Enter and confirm the phone number.

Step by step

Allow callback



You can also configure this setting via the WEB interface → page 145.



Press the key shown.

Confirm.



Enter and confirm the user password.

Select and confirm the option shown.

Confirm.

Select and confirm the option shown.

Select and confirm to activate the callback function.

Select the option shown and confirm twice.

Step by step

Calling back missed calls

Calls received while you are absent are indicated by a message on the idle display (→ page 20). The  function key also illuminates if the administrator has set the option to do this.

Missed calls are logged in the missed calls list. This list provides information on the missed call and lets you call back the number directly (call lists → page 22). Missed calls are not saved and displayed if the call journal is disabled. → page 84



Press the key shown.

Calls ▲

Select and confirm the option shown.

Missed ▼

Select and confirm the option shown.

Niels, Bohr 30.05 07:06am ▲

Select and confirm the entry you want.

Dial ▼

Confirm

The phone number associated with the entry is dialed.

Step by step

Enhanced phone functions

Incoming calls

Deflecting a call

Using call deflection

Prerequisite: An incoming call is displayed or signaled. "Deflect" must be allowed.

Deflect? ▲

Select and confirm the option shown.

089008844 ▼

If a destination phone number is stored (→ page 56), you can select and confirm it. The call is deflected.

or

If you did not set a phone number when programming call deflection, you are now prompted to enter a destination phone number for call deflection.



Enter and confirm the destination phone number. The call is deflected.

Permitting call deflection



You can also configure this setting via the WEB interface → page 145. "Deflect" must be authorized by administrator.



Press the key shown.

User

Select and confirm the option shown.

if nec.

Enter and confirm the user password.

Configuration

Select and confirm the option shown.

Incoming calls

Select and confirm the option shown.

Deflecting?

Select and confirm the option shown.

Allow deflection = No ◆

Select and confirm the option shown.

Step by step

Yes

Confirm.

Default destination =

Select and confirm the option shown.



Enter and confirm the phone number to which the station should be deflected.



Entering a destination phone number is not mandatory when call deflection is active. If you want to deflect an incoming call, you are prompted to enter a destination phone number if there is none stored.

Option = Save & Exit

Select the option shown and confirm twice.

Rejecting a call

You can reject an incoming call.

Prerequisite: An incoming call is displayed or signaled. "Reject" must be authorized by administrator.

Reject?

Select and confirm the option shown.
The caller hears a busy signal.



If the rejected caller's phone number is transmitted, it is saved in the call list. You can then call this party back at a later time.

Step by step

Configuring call forwarding

 You can also enter the call forwarding settings via the Forwarding key (→ page 47).



You can also configure this setting via the WEB interface → page 145.



Press the key shown.

User

Select and confirm the option shown.

if nec.

Enter and confirm the user password.

Configuration

Select and confirm the option shown.

Incoming calls

Select and confirm the option shown.

Forwarding?

Select and confirm the option shown.

Configuring forwarding

Settings?

Select and confirm the option shown.

For a description of the settings, see chapter "Call forwarding" → page 45.

Step by step

Alerts

Visual alerts= No

Yes

or.

Audible alerts= No

Yes

or.

Forwarding Party

Display last

Option = Save & Exit

Hold ?

Reconnect ?

Setting alerts

Use the Call forward alerts menu to enable and disable visual and audible alerts for call forwarding (not possible with the Forwarding key).

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm "Yes" or "No".

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm "display first" or "display last."

Select the option shown and confirm twice.

Placing a call on hold

You can use this function to place an ongoing call on hold, for instance, to prevent the other party overhearing a conversation with a colleague in the same room.

Prerequisite: You are conducting a call.

Select and confirm the option shown.



If you do not retrieve the held call after a defined time interval, a reminder beep sounds three times and a prompt to retrieve the call or disconnect appears on the display. The settings for this can be found on → page 60 and → page 61.

Retrieving a held call

Select and confirm the option shown.

Step by step

Held call wait status

After placing a call on hold, you can replace the handset and then decide whether to retrieve the call or disconnect.

Prerequisite: You placed a call on hold and replaced the **handset** or (only OpenStage 20/20 G) pressed the loudspeaker key in speakerphone mode.

A recall follows immediately and a pop-up menu appears on the display:

Retrieve held call ? ▾

or

Disconnect ? ▴

Select and confirm the option shown to resume the call in speakerphone mode.

Select and confirm the option shown to disconnect the call.

 If you enabled "Hold and hang-up" (→ page 62), the call is placed on hold for a defined time interval (→ page 61) before the prompt is displayed with a recall to retrieve the call or disconnect.

Activating/deactivating the hold reminder tone



You can also configure this setting via the WEB interface → page 145.



Press the key shown.

User

Select and confirm the option shown.

if nec.

Enter and confirm the user password.

Configuration

Select and confirm the option shown.

Connected calls?

Select and confirm the option shown.

Allow hold rem. = No ▴

Select and confirm the option shown.

Yes ▾

Select and confirm the option shown.

Option = Save & Exit ▾

Select the option shown and confirm twice.

Step by step

Setting the hold reminder time

Use the "Hold reminder" function to set the time after which you want to receive an automatic reminder about a held call.

The minimum value is 1, that is, the reminder is output after one minute. The maximum value is 99 minutes. Press 0 to deactivate the delay.



You can also configure this setting via the WEB interface → page 145.



Press the key shown.

User

Select and confirm the option shown.

if nec.



Enter and confirm the user password.

Configuration

Select and confirm the option shown.

Connected calls?

Select and confirm the option shown.

Hold rem. delay=3



Select and confirm the option shown.



Enter a value between 1 and 99 in the input mask and confirm.

Option = Save & Exit



Select the option shown and confirm twice.

Step by step

Activating/deactivating Hold and hang-up

This function works in the following call scenarios:

- You have placed a call manually on hold and hang up.
- You accepted a second call, and you or the second participant hang up.

You can use "hold and hang up" to determine whether you will be prompted immediately or after a defined time to retrieve the held call.

You can also configure this setting via the WEB interface → page 145.



Press the key shown.



Select and confirm the option shown.

if nec.

Enter and confirm the user password.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.

In the context menu select and confirm the option shown to activate the function or

Select and confirm the option shown to deactivate the function again. The function is always deactivated by default.

Select and confirm the option shown.

Step by step

Music on hold

If the Music on hold option is active, music is played back when you are placed on hold by another party.



You can also configure this setting via the WEB interface → page 145.



Press the key shown.

User

Select and confirm the option shown.

if nec.



Enter and confirm the user password.

Configuration

Select and confirm the option shown.

Connected calls?

Select and confirm the option shown.

Music on hold



Select and confirm the option shown

Yes



Select and confirm the option shown.

Option = Save & Exit



Select the option shown and confirm twice.

Step by step

Call waiting (second call)

You can accept a second incoming call in the course of an ongoing call. The caller hears the on-hook signal while you hear a call-waiting signal tone. A bell appears on the display and next to it the phone number of the caller is shown.

You can ignore or accept the second call. Before you accept the second call, you can end the first call or place it on hold for subsequent retrieval.

You can block the second call or the signal tone (→ page 67).

Accepting a second call

Prerequisite: You are conducting a call and call waiting is allowed (→ page 67).

Accept ▾

Select and confirm the option shown.

You can talk to the second party.
The connection to the first party is on hold.

You can still

- toggle between an initial and second call or
- initiate a conference

Consultation call from second call

If the second call is your active call you can initiate a consultation call from it.

From a consultation call in the second call you can

- initiate a conference
- toggle between the second call and a consultation call
- transfer a call
- disconnect the calls again

Prerequisite: The administrator must have approved the consultation in the second call.

During a consultation in the second call, the first call is parked and can only be unparked when the consultation or second call ends or these calls were connected.

Disconnect second call

Disconnect & return? ▴ ▾

Select and confirm the option shown in the second call's context menu. The call to this station is disconnected and the call to the first station is reconnected.

Step by step

Ignore?



Ending the second call by hanging up

If you or the second call partner hangs up, you will be prompted to retrieve the first call again if "Hold and hang-up" is disabled (→ page 62). Otherwise, the first call will remain on hold until you receive this prompt after a defined time interval.

Ignoring second call

Prerequisite: You are conducting a call and call waiting is allowed (→ page 67).

Select and confirm the option shown. The caller still hears the on-hook signal. You can subsequently Accept, Reject or Deflect the second call.

While the ignored second call continues to wait, from the active call you can:

- make a consultation call
- initiate a conference
- toggle between the consultation call and your call party
- transfer a call

A third call would be rejected with the busy signal

If you have disconnected the first call, the ignored second call rings like a normal call.

Rejecting a second call

Prerequisite: You are conducting a call and call waiting is allowed (→ page 67).

Select and confirm the option shown.

The second call is rejected. The caller hears the busy signal. The caller's phone number is added to the missed calls list.

Reject?



Step by step

Deflect? ▲

Deflecting a second call

Prerequisite: You are conducting a call and call waiting is allowed (→ page 67).

Select and confirm the option shown.

If a destination phone number is stored (→ page 56), you can select and confirm it. The call is deflected.

or If you did not set a phone number when programming call deflection, you are now prompted to enter a destination phone number for call deflection.



Enter and confirm the destination phone number.

The second call is deflected to the destination specified. You are reconnected with the first party.

Complete Xfer

Connecting parties

Select and confirm the option shown. The other two parties are now connected to one another. You can now hang up or dial another number for instance.

or **Connect by hanging up**

Prerequisite: Connecting by hanging up is activated (ask your administrator) and "Switch assignment" must be set to "Yes" (→ page 68). Before you can be connected by hanging up you must have toggled at least twice (→ page 43).



Replace the handset or, if you are in speakerphone mode (OpenStage 20/20 G only), press the loudspeaker key. The other two parties are now connected to one another.

Step by step



Allowing call waiting

You can also configure this setting via the WEB interface → page 145.



If the Call waiting (second call) function is deactivated, a caller hears the busy signal if you are already conducting a call.



Prerequisite: The option was programmed by your administrator.

Press the key shown.

User

Select and confirm the option shown.

if nec.

Enter and confirm the user password.

Configuration

Select and confirm the option shown.

Incoming calls?

Select and confirm the option shown.

Handling?

Select and confirm the option shown.

Allow call waiting = No

Select and confirm the option shown.

Yes

Select and confirm the option shown.

Option = Save & Exit

Select the option shown and confirm twice.

Step by step

Toggling associate

Set the "Toggle associate" function to Yes if you want to connect to a second or pickup call by hanging up.



You can also configure this setting via the WEB interface → page 145.



Press the key shown.

User

Select and confirm the option shown.



Enter and confirm the User password.

Configuration

Select and confirm the option shown.

Connected calls

Select and confirm the option shown.

Toggling associate

Select and confirm the option shown.

Yes

Select and confirm the option shown in the context menu.

Save & Exit

Select and confirm the option shown.

Step by step

Transferring a call

You can transfer your current call to another party with or without consultation.

Blind transfer

Prerequisite: You are conducting a call. The options "Allow Call Transfer" and "Transfer on Ring" were selected (→ page 70).

Blind transfer call? ▾

Select and confirm the option shown.



Start transfer? ▾

Enter the phone number of the second party to whom you want to transfer the call.

Confirm or wait until the autodial delay expires.



The display returns to idle following successful transfer.

Transferring with consultation

You can announce a call to a recipient before transferring it.

Prerequisite: You are conducting a call. The options "Allow Call Transfer" and "Transfer on Ring" were selected (→ page 70).

Consultation? ▾

Select and confirm the option shown. The call is placed on hold.



Dial

Enter the phone number of the party to whom you want to transfer the call.

Confirm.

Step by step

Complete Xfer? ▾

If the party answers:

Announce the call you want to transfer.
Select and confirm the option shown.

If the party does not answer:

You do not have to wait for the second party to answer before you can transfer the call.

Replace the handset or, if speakerphone mode is active, press the lit  key to transfer the call.

If the party does not answer, you will be called back by the first party.

Allowing call transfer



You can also configure this setting via the WEB interface → page 145.



Press the key shown.

User

Select and confirm the option shown.

if nec. 

Enter and confirm the user password.

Configuration

Select and confirm the option shown.

Connected calls?

Select and confirm the option shown.

Allow call transfer = No ▾

Select and confirm the option shown.

Yes ▾

Select and confirm the option shown.

Option = Save & Exit ▾

Select the option shown and confirm twice.

Step by step

Allowing "Transfer on Ring"

If this option is allowed, you can activate call transfer by replacing the handset even before the called party answers.



You can also configure this setting via the WEB interface → page 145.



Press the key shown.

User

Select and confirm the option shown.

if nec.



Enter and confirm the user password.

Configuration

Select and confirm the option shown.

Outgoing calls

Select and confirm the option shown.

Transfer on ring = No



Select and confirm the option shown.

Yes



Confirm the option shown to activate the callback function.

Option = Save & Exit



Select the option shown and confirm twice.

Step by step

CTI calls

Beep on auto-answer

Speakerphone mode activates automatically on your phone if you use a CTI application (such as Outlook) to dial a number when Auto Answer is active. If Auto Answer is not active, the phone rings first and you have to press the loudspeaker key or lift the handset to set up the call. This setting also defines whether or not incoming calls are automatically accepted. If the function is active, an alert beep sounds when an incoming call is automatically accepted.

Information on the operation of the configured CTI application can be found in the corresponding user guide.



You can also configure this setting via the WEB interface → page 145.

Prerequisite: The option was programmed by your administrator.



Press the key shown.

User

Select and confirm the option shown.

if nec.

Enter and confirm the user password.

Configuration

Select and confirm the option shown.

Incoming calls?

Select and confirm the option shown.

CTI calls?

Select and confirm the option shown.

Auto-answer = No

Select and confirm the option shown.

Yes

Select and confirm the option shown.

Beep on auto-answer = No

Select and confirm the option shown.

Yes

Select and confirm the option shown.

Option = Save & Exit

Select the option shown and confirm twice.

Step by step

Beep on auto-reconnect

You can reconnect a held call both via the CTI application and via the phone. A beep sounds when you toggle between an active call and a held call when the function is active.

Prerequisite: The option was programmed by your administrator.



You can also configure this setting via the WEB interface → page 145.



Press the key shown.

User

Select and confirm the option shown.

if nec.



Enter and confirm the user password.

Configuration

Select and confirm the option shown.

Incoming calls?

Select and confirm the option shown.

CTI calls?



Select and confirm the option shown.

Beep on auto-unhold = No



Select and confirm the option shown.

Yes



Select and confirm the option shown.

Option = Save & Exit



Select the option shown and confirm twice.

Step by step

Making calls

Dialing a phone number from a list

The following call lists are available in the "Calls" directory:

- Missed
- Dialed
- Received
- Forwarded



For a detailed description of the call lists, see
→ page 22. Pay attention to the notes on
→ page 83.



Press the key shown.

Calls



Select and confirm the option shown.

Dialed



Select and confirm the option shown.

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Select and confirm the appropriate list entry.

The phone number associated with the list entry is dialed. If you have not already lifted the handset, conduct the call now in speakerphone mode (only OpenStage 20/20 G).

Step by step

Using autodial delay

A number is automatically dialed after a set delay starting from the entry of the number's last digit. The autodial delay can be used:

- when dialing in idle mode
- Consultation
- when transferring an answered call.

The delay can be reduced by performing one of the following activities:



- pressing the **OK** key. This always works.



- lifting the handset. This only works if the phone number was entered when the phone was idle or if it was entered for a consultation call when the handset was off hook.



- pressing the loudspeaker key (OpenStage 20/20 G only). This only works if the phone number was entered when the phone was idle and the loudspeaker key was not lit or if the phone number was entered for a consultation call and the loudspeaker key was not lit.



If an emergency number is preset by your administrator, the autodial delay for this phone number is reduced to one second.



Automatic dial delay does not work if you are using a dial plan and **Immediate dialing** is configured (see → page 39). The number is automatically dialed as soon as the string entered matches an entry in the dial plan.

Step by step

Settings for autodial delay

 The setting does not affect automatic emergency number dialing.

If you select **Autodial delay**, you must either confirm the "Dial" option, press the loudspeaker key or wait until the autodial delay expires to set up a call when dialing with the handset on hook.



You can also configure this setting via the WEB interface → page 145.



Press the key shown.

Select and confirm the option shown.

if nec. 

Enter and confirm the user password.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.



Enter a value in the input mask and confirm.

Select the option shown and confirm twice.

Step by step

Allowing "Busy When Dialling"

If you activate this function, an incoming call received while you are performing dialing is rejected. The caller then hears the busy signal.



You can also configure this setting via the WEB interface → page 145.



Press the key shown.

User

Select and confirm the option shown.

if nec.



Enter and confirm the user password.

Configuration

Select and confirm the option shown.

Outgoing calls

Select and confirm the option shown.

Busy when dialing = No



Select and confirm the option shown.

Yes



Select and confirm the option shown.

Option = Save & Exit



Select the option shown and confirm twice.

Step by step

Conference

Local conference

This type of conference is also referred to as a three-party conference. It involves up to three participants.

Prerequisite: You are conducting a consultation call → page 42 or have accepted a second call → page 64, and the conference function is active → page 79.

Initiating a local conference

Select and confirm the option shown in the menu. You are connected to both parties at once.

Conducting one-on-one calls

On the display, select and confirm the first connection you want to clear down.

On the display, select and confirm the second connection you want to clear down.

Select and confirm the option shown. You are now involved in a one-to-one call with the remaining call party.

Conference?

1: Party

or

2: Party

Disconnect?



If you already are involved in a secure connection with a party when you initiate a consultation call, the original party is placed on hold. The new consultation connection can be either secure or non-secure. However, the first connection remains secure even if all three parties are now joined together in a conference.

The entire conference is nonsecure if the connection to at least one of the parties is not secure (see also → page 27).

The relevant padlock icon appears on the "Conference" row.

Step by step

Exit Conf? ▾

or



or



End Conf? ▴



User

if nec.



Configuration

Connected calls?

Allow conferences = No ▲

Yes ▾

Option = Save & Exit ▾

Ending a local conference

Allowing call partners to continue a conference after you exit

Prerequisite: The "Allowing joining in a local conference" → page 80" function is activated.

Select and confirm the option shown in the menu. Both call partners remain connected. You are disconnected from the conference call.

Replace the handset or, if you are in speakerphone mode (OpenStage 20/20 G only), press the loudspeaker key. Both call partners remain connected. You are disconnected from the conference call.

Disconnecting a party

Select and confirm the option shown in the menu. Both connections are cleared down – the conference is cleared down.

Allowing a local conference

This option allows or blocks the "Conference" function.

You can also configure this setting via the WEB interface → page 145.

Press the key shown.

Select and confirm the option shown.

Enter and confirm the user password.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.

Select the option shown and confirm twice.

Step by step

Allowing joining in a local conference

You can use this option to decide whether or not your call partners are allowed to join calls after you exit the conference call.



You can also configure this setting via the WEB interface → page 145.



Press the key shown.

Select and confirm the option shown.



Enter and confirm the user password.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.

Select the option shown and confirm twice.

Step by step

Conference? ▾

Consult? ▾

System-based conference

This type of conference is also referred to as a large conference. It can include up to ten parties.

Prerequisite: You are conducting a consultation call → page 42 or you have accepted a second call → page 64, and the "System conference" feature was configured by your administrator.

Establishing a conference

Select and confirm the option shown in the connection's context menu. You are connected to the first two parties at once. The conference is displayed with the current participants. You can now:

- initiate a consultation call
- put the conference on hold
- leave the conference.

Conducting a consultation call

Select and confirm the option shown in the "Conference" context menu. If the party answers, you can:

- toggle between the party and the conference
- connect the consultation call to another called party
- end the consultation call and return to the conference
- add the consultation call party to the conference.



If you intend to include the consultation call party in the conference, you can also use the "Hinzufügen zu Konferenz" option instead of the "Consultation" option.

If you want to use a **call list** for the consultation, select **Hold** in the context menu instead of Consult (or Hinzufügen zu Konferenz) and then select the required call list (→ page 83).

Alternatively you can select a call list without using the **Hold** functions - the conference call is automatically placed on **Hold**.

Add party

Prerequisite: You are conducting a consultation call and the conference is on hold.

Step by step

Conference?

Select and confirm the option shown in the consultation call's context menu. The party is added to the conference. Only the conference and all current participants are now displayed. You can scroll through the list of participants.

Putting the conference on hold

Hold?

Select and confirm the option shown in the "Conference" context menu. The conference is placed on hold and you can consult with someone in your office, for instance.

Leaving a conference

Exit Conf?

Select and confirm the option shown in the "Conference" context menu. You are disconnected from the conference call and can dial another number, for instance. The other call partners remain connected.

Step by step

Call lists

For a detailed description of the different call lists, see → page 22. The function must be activated in order to view and manage call lists → page 84, otherwise the menu option "Calls" is not offered.

Dial entry



Press the key shown.

Calls ▲

Select and confirm the option shown.

Missed ▼

For instance, select and confirm the list of missed calls.

The list is sorted chronologically, with the most recent caller first.

You can use the **click wheel** to scroll through the list.

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13:22

Select and confirm the appropriate list entry. The phone number is dialed.

Delete all entries



Press the key shown.

Calls ▲

Select and confirm the option shown.

Dialed ▼

For instance, select and confirm the list of dialed numbers.

Delete All ▼

Select and confirm the option shown. All entries in the list displayed are deleted.

Step by step

Activating/deactivating the call journal

The function can be disabled in order to prevent unauthorised third parties gaining information on the other party involved in the call from the call lists. No further calls or conversations are then logged. The function is always activated by default.

When you deactivate the call journal, please note that the customary last number redial function will also be affected by this. You can then no longer redial the last number dialled → page 41.



You can also configure this setting via the Web interface → page 145.



Press the key shown.

User

Select and confirm the option shown.

if nec.



Enter and confirm the User password.

Configuration

Select and confirm the option shown.

Call logging

Select and confirm the option shown.

Enable call log

Select

No

In the context menu select and confirm to deactivate the call journal. The message "Call Log is disabled" is shown on the display.

or

Yes

In the context menu select and confirm to reactivate the call journal.

Save & exit

Select and confirm the option shown.

If the function is deactivated, all existing entries in the journal as well as messages for available missed calls on the display and via LEDs are deleted.

Step by step

Privacy/security

Deactivating the ringer

You can deactivate your ring tone if you do not want to be disturbed by your phone ringing.



Hold down the key in idle mode until the "Ringer off" icon appears on the display.

or

You can also deactivate the function using the option in the idle menu (→ page 19).

Ringer off



Select and confirm the option shown.

Reactivating the ringer



Hold down the key in idle mode until the "Ringer off" icon disappears from the display.
The ringer is reactivated.

or

You can also activate the function using the option in the idle menu (→ page 19).

Ringer on



Select and confirm the option shown.

Do not disturb

If "Do not disturb" is activated, your telephone will not ring. The caller hears the busy signal. The "Do not disturb" function is activated/deactivated via the idle menu → page 19.

Prerequisite: "Do not disturb" must be activated (→ page 86).

Activating/deactivating "Do not disturb"

Do not disturb on



Select and confirm the option shown in the idle menu. The "Do not disturb" icon appears → page 20.

or.

Do not disturb off



Select and confirm the option shown. The do not disturb icon is deleted.

Step by step

Allowing "Do not disturb"



You can also configure this setting via the WEB interface → page 145.



Press the key shown.

Select and confirm the option shown.



Enter and confirm the user password.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.

Select the option shown and confirm twice.

Step by step

Security

User password

Your User password protects your individual configurations, including your language settings. You can also use the User password to lock your telephone → page 90.

The administrator may have configured the following settings:

- The password is deactivated: You do not have the option of configuring user settings. The message "Password is disabled" is displayed.
- The password is temporarily blocked: You do not have the option of configuring user settings at this time. The message "Password.suspended" is displayed.
- After initially logging onto a user area, you may have to replace the default password with a new password.
- A password can have a predefined period of validity: You will have to create a new password when the period ends. The message "Change Password ({1} days left)" will alert you to this at the appropriate time. The message "Password has expired" appears when the validity period is over. Confirm "Change password" and change the password as described in this section.
- If you repeatedly enter the wrong password (2 to 5 times), additional attempts are blocked. You can make another attempt after a predefined time.
- It is possible that you will not be able to re-use a previously used password for a long time, so you will have to create another "new password". The message "Password requires change" is displayed. This does not affect deactivation of the user password → page 89.
- Your administrator can tell you about the rules for what and how many characters can or must be used in the password.



The preset password "000000" corresponds to a blank password. In other words, the phone cannot be locked and the user menu is **not** password-protected (see also → page 89).



The User password can also be modified via the Web interface → page 145.

Step by step

>≡

User

if nec. 

Security?

Change user password ▼

Current password ▼



New user password ▲



Confirm new user password ▲



Save & Exit ▼

- Press the key shown.
- Select and confirm the option shown.
- Enter and confirm the user password.
- Select and confirm the option shown.
- Select and confirm the option shown.
- Select and confirm the option shown.
- Enter the current password (at least six characters, text entry, see → page 17) and confirm your entry.
- Select and confirm the option shown.
- Enter a new password (at least six characters) and confirm (text entry, see → page 17).
- Select and confirm the option shown.
- Enter the new password again and confirm with OK.
- Select and confirm the option shown.

Step by step

Deactivating the user password

You can deactivate the phone's password prompt if a password has already been configured.



The deactivation of the password prompt does not affect the Web interface → page 145 or CTI applications that use a password prompt. As long as the user password is deactivated, you do not have access to user settings via the Web interface.

If you deactivate the user password, you are **not** able to lock the phone → page 90 and the user menu is **not** password-protected.



Press the key shown.

User

Select and confirm the option shown.

if nec.



Enter and confirm the user password.

Security?

Select and confirm the option shown.

Change user password ▼

Select and confirm the option shown.

Current password ▼

Select and confirm the option shown.



Enter the current password (at least six characters, text entry, see → page 17) and confirm your entry.

New user password ◆

Select and confirm the option shown.



Enter six zeros ("000000") to deactivate the password. Confirm entry (at least 6 characters, (text entry, see → page 17).

Confirm new user password ◆

Select and confirm the option shown.



Enter six zeros ("000000") to deactivate the password (for text input, see → page 17) and confirm.

Save & Exit ▲

Select and confirm the option shown.

Step by step

Phone locking

You can lock your phone to protect it against unauthorized access. In this way, no one can make calls or change your user settings unless they know your user password.

Predefined numbers from the dial plan can still be dialed when the phone is locked - for more information consult your administrator.

 You can only lock the phone if you set a user password (→ page 87). The password for this must not be the default setting "000000".

Check if necessary whether the telephone lock function has been activated for you by administrator.

Activating the phone lock

#

Confirm lock?

or

>≡

User



Security?

Phone lock? ▾

Phone lock No ▾

Yes ▾

Save & Exit ▾

- Hold down the key shown.
- Confirm. The "Locked phone" icon appears on the display → page 20.
- Press the key shown.
- Select and confirm the option shown.
- Enter and confirm the user password.
- Select and confirm the option shown.
- Select and confirm the option shown.
- Select and confirm the option shown.
- Select the option shown and confirm twice. The phone is locked.

Step by step



If an emergency number has been entered on the telephone by administrator, **Emergency call** will be offered on the display once you have activated the phone lock. You can also dial the emergency number via the keypad.

Unlocking the phone

The following is displayed: Phone locked.

There are two options available for unlocking the phone:

- User unlock
- Admin unlock

User unlock?

Select and confirm if you know the user password. You are prompted to enter the user password.

or

Admin unlock?

Select and confirm if you only know the administrator password. You are prompted to enter the administrator password.



User password or enter and confirm the administrator password. The phone is unlocked if the password is correct.



If the telephone is locked, an emergency number entered by administrator can be dialled using the keypad or the option **Emergency call**.

Step by step

Mobility

Prerequisite: Your phone is configured to support mobility by administrator. A DLS server is available in the LAN and its address is entered in the phone.

Mobility scenarios

When you log on to your phone, or any other mobility-enabled phone, the following scenarios are possible:

Logging on and off at the same phone

- Log on as a mobility user → page 93.
- Log off as a mobility user → page 94.

Logging on and off at different phones

In these cases, administrator may have made the following settings:

- Log on at a remote phone with forced logon, when the user is still logged on at that phone → page 95.
- Delayed logon at a remote phone with forced logon, when the user is still logged on at that phone and the phone is busy → page 96.

Step by step

Logging on and off at the same phone

Logging on to the phone

Prerequisite: No other mobility user is logged on.
→ page 19

Mobile logon? ▾

Select from the idle display context menu (→ page 19) and confirm.

Mobility ID

The **Mobility logon** dialog appears.

You are prompted to enter your mobility ID.



Enter and confirm Mobility ID, usually a telephone number. (for a text editor, see → page 18).

Enter password

You are prompted to enter the password.



Enter the user password and confirm with OK (text editor, see → page 18).

The following messages appear on the display:

- Logging on mobile user
- Validating
- Registering
- Downloading user data

Once you have completed logon, the mobility icon is shown in the display  .

Step by step

Mobile logoff?

Mobile logoff

Logging off from the phone

Prerequisite: You are logged on as a mobility user.

Select from the idle display context menu (→ page 19) and confirm. The logoff procedure starts immediately.

Is displayed. You briefly have the option to cancel the logoff, otherwise the logoff process is launched.

In the graphic display, the following messages appear:

- Logging off mobile user
- Uploading user profile
- Registering
- Downloading user data

After you have logged off, the mobility icon  is hidden.

Step by step

Logging on at different telephones

An attempted login is rejected if the user is already logged on to another phone and "Logon with forced logoff" is disabled for the mobility user.

Logging on with forced logoff at a remote phone

If the user is already logged on at another phone and the remote phone is busy, the logon is rejected.

If however, your administrator enabled "Forced logoff during call" without setting a time, the system does not consider whether or not the remote phone is busy.

Mobile logon?



Select from the idle display context menu (→ page 19) and confirm.

Mobility ID?



The **Mobility logon** dialog appears.

You are prompted to enter your mobility ID.



Enter and confirm mobility ID – usually a phone number (for a text editor, see → page 18).

Enter password



You are prompted to enter the password.

Enter and confirm the user password (text editor, see → page 18).

The following mobility messages appear in the display:

- Validating
- Logging off elsewhere
- Registering

The logoff is simultaneously displayed on the remote phone. Once you have completed logon, the mobility icon is shown in the display. .

Step by step

Logging on with forced, delayed logoff at a remote phone

If the remote phone is busy and your administrator enabled "Forced logoff during call" with a set timeout, forced logoff does not occur until this timeout expires.

Select from the idle display context menu (→ page 19) and confirm.

You are prompted to enter your mobility ID.

Enter and confirm the mobility code - usually a phone number (text editor, see → page 18).

You are prompted to enter the password.

Enter and confirm the user password (text editor, see → page 18).

The mobility message appears on the display:

- Logging on mobile user
- Validating
- Logging off elsewhere

➡ At the same time, the graphic display on the busy remote phone shows "Forced logoff pending". After the timeout set by your administrator, the active call is ended and remote logoff is performed.

- Registering
- Downloading user data

Once you have completed logon, the mobility icon is shown in the display .

Step by step

OpenScape Voice functions

The OpenScape Voice supports a number of functions that you can activate and deactivate from your phone.

Making anonymous calls

Your administrator decides whether or not your caller ID (name and phone number) is displayed on a called party's station. **Anonymous** calling is when your data is not transmitted. The settings configured can be deactivated, however, for specific calls.



- If your caller ID is transmitted: your caller ID is displayed.
- If your caller ID is suppressed: "unknown" is displayed.

Deactivating

If your administrator permanently activated **anonymous calling** for your phone, you can deactivate this setting as follows:



Lift the handset.



Enter the code (see the table of codes → page 117) to transmit the caller information.



You hear a confirmation tone.

Step by step

Activating

If your administrator activated caller ID transmission for your phone, you can deactivate this setting as follows:



Lift the handset.



Enter the code (see the table of codes → page 117) to suppress the caller ID.



Wait until you hear the confirmation tone.

Caller ID transfer is suppressed. "Private/Anonymous" appears on the called party's display instead of the caller ID.

Temporarily activating anonymous calling for the next call

If your administrator activated caller ID transmission for your phone, you can deactivate this setting for the next call as follows:



Lift the handset.



Enter the code (see the table of codes → page 117).



Wait until you hear the confirmation tone.



Dial the phone number of the party you want to contact.

Caller ID transmission is reactivated after this call.

Step by step**Temporarily deactivating anonymous calling for the next call**

If your administrator suppressed caller ID transmission for your phone, you can enable this setting for the next call as follows:



Lift the handset.



Enter the code (see the table of codes → page 117).



Wait until you hear the confirmation tone.



Dial the phone number of the party you want to contact. When you end this call, caller ID transmission is suppressed once again for the next call.

Step by step

Creating a list for selective calls

For call acceptance

You can create a list of the phone numbers from which you are willing to accept calls (also known as a selection list). Your administrator knows how long this list may be in the OpenScape Voice used on site in your facility.

A connection is set up if a caller's phone number matches a number in the selection list. If there is a match:

- the caller receives a message that the party refuses to accept any calls with this number,
- or** • the call is forwarded to an external phone number.

Contact your administrator for information on how your OpenScape Voice is configured on site.



Lift the handset.



Enter the code (see the table of codes → page 117).

Various announcements deliver the following information:

- the name of the feature (selective call acceptance)
- the current status (active or inactive)
- the current scope of the selection list.

These announcements are followed by verbal user prompts that let you:

- add entries to the selection list
- delete entries in the selection list
- check the selection list
- activate or deactivate the function.

Step by step**For call rejection**

As for selective call acceptance, you can create a selection list with the phone numbers of parties from whom you are not willing to accept calls. Your administrator knows how long this list may be in the OpenScape Voice used on site in your facility.

A call is not connected if the caller's phone number matches a number in the selection list; the caller is notified that the called party rejects calls from this number. If the caller's number is not in the selection list, the call is to you as usual.



Lift the handset.



Enter the code (see the table of codes → page 117).

Various announcements deliver the following information:

- the name of the feature (selective call rejection)
- the current status (active or inactive)
- the current scope of the selection list.

These announcements are followed by verbal user prompts that let you:

- add entries to the selection list
- delete entries in the selection list
- check the selection list
- activate or deactivate the function.

Step by step

Anonymous calls

Rejecting

You can reject all calls from parties that activated a data protection feature (for example, caller ID suppression) to prevent their phone number from being transmitted. In this case, you are not informed that a call was rejected.



Lift the handset.



Enter the code (see the table of codes → page 117).

Accepting

You can also accept calls from parties that activated a data protection feature (for example, caller ID suppression) to prevent their phone number from being transmitted.



Lift the handset.



Enter the code (see the table of codes → page 117).

Step by step

Using abbreviated dialing

Abbreviated dialing gives you access to a central list of frequently dialed phone numbers.

You can dial a specific phone number by simply entering a digit string. As these are three-digit numbers, you can store up to 1000 phone numbers. This list is stored centrally and managed by your administrator.



Lift the handset.



Enter the code (see the table of codes → page 117) followed by a number between 0 and 999 for the phone number you want to dial.

The number is automatically dialed.

Call tracing

You can request automatic tracing of the last received internal call. This is particularly suitable for identifying malicious, irritating or troublesome calls.



Lift the handset.



Enter the code (see the table of codes → page 117). The phone number is determined. Ask your administrator for the result.

Step by step

Hunt group functions

To ensure optimum handling of specific calls, your telephone can be assigned to a pickup group → page 34 and/or a hunt group.

Your administrator can incorporate multiple telephones in a hunt group. If your telephone is assigned to a hunt group, OpenScape Voice forwards calls for the members of your group in accordance with specific rules defined by your administrator. Hunt groups are a simple solution for distributing calls to a group of telephones.

If you want another member of the group to pick up an incoming call, you can set your telephone to signal the busy status for your line to the other members of the hunt group. Hunt group calls will then no longer be forwarded to your telephone.

Making a line busy

This prevents this line being used for calls in a hunt group.

Activating



Lift the handset.



Enter the code (see the table of codes → page 117).



Wait until you hear the confirmation tone.

Deactivating

Make the line free once more for the hunt group.



Lift the handset.



Enter the code (see the table of codes → page 117).



Wait until you hear the confirmation tone.

Step by step**Marking the last line in the hunt group chain**

Sets the "stop hunt" line in the hunt group chain. The system will stop looking for a free line in the hunt group chain after it reaches this line.

Activating

Lift the handset.



Enter the code (see the table of codes → page 117).



Wait until you hear the confirmation tone.

Deactivating

Unmark the line as the end of the hunt group chain.



Lift the handset.



Enter the code (see the table of codes → page 117).



Wait until you hear the confirmation tone.

Step by step

Reachability

You can make either serial calls or simultaneous calls on several sites. The features for this are

- Serial call
- Parallel call

Prerequisite: The administrator has configured the respective feature for your main number in OpenScape Voice.

Serial call

Managing number lists/activating serial call

Before the serial call number can be activated, a serial call list must be created. This can be prepared either by administrator or you can create it yourself later. Up to six numbers can be entered in the list for sites on which incoming calls including your main number should be signaled sequentially. Each number can consist of up to 30 digits.



Lift the handset.

Enter the code for the edit mode (see code table → page 117).

The edit mode opens and you hear an announcement with the following information:

- Feature name
- Current status (active/inactive)
- Number of numbers currently on the serial call list

You are prompted to do one of the following:

- Activate/deactivate the feature (only if numbers are already entered in the list)
- Call up the numbers currently entered in the list.
- Add or delete numbers
- Repeat the options in edit mode

If the serial call list is still empty, you are prompted to enter numbers in the list. As soon as you have entered a valid number, the serial call can be activated.

If the serial call is activated, incoming calls are first routed to your phone. If you do not answer within the time-frame defined by the administrator, the next destination phone rings for the configured period of time. The caller

Step by step

is informed that the call is being routed to another station. The connection is established with the first phone that accepts the call.

If the call is not answered by any phone, it is forwarded to the configured forwarding destination (on no reply) or to a "rejection announcement".

Parallel call

Managing number lists/activating parallel call

Before the parallel call feature can be activated, a parallel call list must be created. This can be prepared either by administrator or you can create it yourself later. Up to six numbers can be entered in the list for sites on which incoming calls including your main number should be signaled sequentially. Each number can consist of up to 30 digits.



Lift the handset.



Enter the code for the edit mode (see code table → page 117).

The edit mode opens and you hear an announcement with the following information:

- Feature name
- Current status (active/inactive)
- Number of numbers currently on the parallel call list

You are prompted to do one of the following:

- Activate/deactivate the feature (only if numbers are already entered in the list)
- Call up the numbers currently entered in the list.
- Add or delete numbers
- Repeat the options in edit mode

If the parallel call list is still empty, you are prompted to enter numbers in the list. As soon as you have entered a valid number, the parallel call can be activated.

If the parallel call is activated, incoming calls are routed to your phone and all other destination phones in the parallel call list. The connection is established with the first phone that accepts the call.

If the call is not answered by any phone, it is forwarded to the configured forwarding destination (on no reply) or to a "rejection announcement".

Step by step

Activating/deactivating parallel call via code

You can activate/deactivate the parallel call without having to change to edit mode.

Prerequisite: You have already entered numbers in the parallel call list.



Lift the handset.



Enter the code to activate or deactivate the parallel call (see code table → page 117).

Step by step

Parking a call

If you have answered a call for a colleague and cannot forward it to him, you can park the call.

Call park



You are conducting the call. Let the other party know, e.g. that you are trying to connect him.



Enter the code for parking followed by a line number (see code table → page 117).

You receive a confirmation tone. The caller hears a waiting melody.



Replace the handset

Tell your colleague that a call for him is parked and give him the line number.

Unparking

To unpark the call, your colleague must proceed as follows:



Lift the handset.



Enter the unparking code (see code table → page 117). He is prompted to enter a line number.



Enter the specified line number.



Your colleague is now connected with the waiting caller.

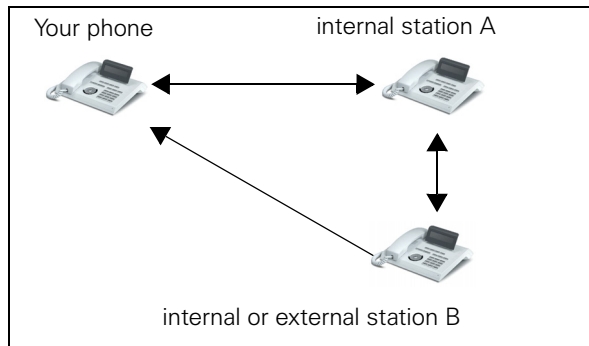
Step by step

Silent Monitoring

If this function has been configured by administrator and enabled for the destination phone, you can join an active call of an internal station and listen in unnoticed (muted) or with the knowledge of the target station (active).

Active silent monitoring

Station A and B are on a call. You want to listen to the call but so that Station B does not notice but so that you can still talk to Station A.



- You can hear and talk to station A.
- You can hear station B but cannot talk to him because he cannot hear you.
- Station A and B can hear and speak to each other.



Lift the handset.



Enter the code for active silent monitoring and the destination number (see code table → page 117). You are connected to the call and can listen. If necessary notify station A.

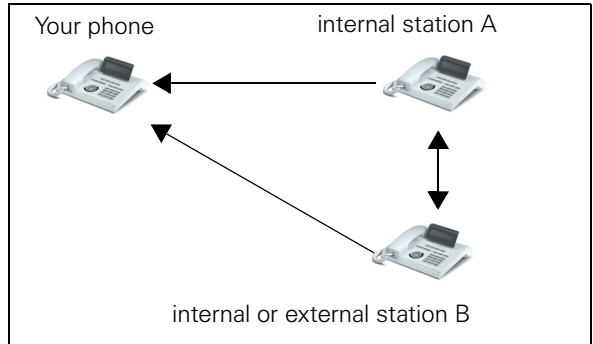


End the silent monitoring unnoticed by replacing the handset.

Step by step

Muted silent monitoring

Station A and B are on a call. You want to monitor a call but so that neither station notices.



- You can hear station A but cannot talk to him because he cannot hear you
- You can hear station B but cannot talk to him because he cannot hear you.
- Station A and B can hear and speak to each other



Lift the handset.



Enter the code for active silent monitoring and the destination number (see code table → page 117). You are connected to the call and can listen.



End the silent monitoring unnoticed by replacing the handset.

Step by step

One-way Intercom and Two-way Intercom function

With One-way Intercom or Two-way Intercom, the loudspeaker or speakerphone function of a destination phone is activated automatically when the connection is established. Use of these functions is conceivable for example between an executive and secretary or between a doctor and receptionist.

Possible functions include:

- One-way Intercom
 - with variable input of member number
 - to a saved member number
- Two-way Intercom (not for OpenStage 20 E)
 - with variable input of member number
 - to a saved member number

Prerequisites:

- The team member belongs to the same collective group as you and has likewise been assigned a member number.
- The team member's phone has a loudspeaker (One-way Intercom) and/or a speakerphone function (Two-way Intercom).
- Automatic answering is activated for the team member.
- The team member's phone is idle.
- The member numbers of the callers are known for the One-way Intercom and Two-way Intercom functions.

You can cancel One-way Intercom or Two-way Intercom by replacing the handset or – during a consultation – resume the held call.

Two-way Intercom connections can be established from the following states:

- In idle status
- During manual call holding
- In a consultation



Functions such as "call forwarding" or "do-not-disturb" are temporarily disabled on the destination caller's phone by the One-way Intercom and Two-way Intercom functions.

Step by step

One-way Intercom

From your phone, you can directly call any team member whose telephone has a loudspeaker.

One-way Intercom with variable input of member number



Lift the handset.



Enter the code for One-way Intercom (see code table → page 117) followed by the one or two-digit member number of the respective team member.



As soon as the connection has been established, you will hear a confirmation tone and can speak to the other party via the loudspeaker.



To end the call, simply hang up.

One-way Intercom to a saved member number

Prerequisite: The code for One-way Intercom and the member number are programmed on a sensor key.



Press the programmed sensor key. A connection to that member's loudspeaker will immediately be established: You can speak to the destination caller via your speakerphone.

Two-way Intercom (not for OpenStage 20 E)

From your phone, you can directly call any team member whose telephone has a speakerphone function. The loudspeaker and microphone of the destination phone are switched on automatically.

Two-way Intercom with variable input of member number



Press the key to use your speakerphone function.



Enter the code for Two-way Intercom (see code table → page 117) followed by the one or two-digit member number of the respective team member.



As soon as the connection has been established, you will hear a confirmation tone and can reach the destination caller via this caller's speakerphone function.

Step by step

Two-way Intercom to a saved member number

Prerequisite: The code for Two-way Intercom and the member number are programmed on a sensor key.



Press the programmed sensor key. A connection to the team member is established immediately and your speakerphone function will be switched on.



As soon as the connection has been established, you will hear a confirmation tone and can reach the destination caller via this caller's speakerphone function.

Announcing the local phone number

You can use this function in order, for example, to identify the phone number of a phone in a conference room if it is not indicated on the display.



Lift the handset.



Enter the code for "Announcing the local phone number" (see code table → page 117). The phone number is announced.



Then hang up.

Step by step

Dialling the last caller

You can retrieve and dial the phone number of the last answered or dialled caller. The following two functions could be used alternatively if you have disabled the call journal → page 84.

Retrieving and dialling the last answered caller

The following phone numbers can be saved for retrieval:

- The last answered call
- The last missed call
- The last picked up call (group call)



Lift the handset.



Enter the code for dialling the last answered caller (see code table → page 117). The phone number is dialled and the connection is established.

Retrieving and dialling the phone number of the last caller dialled

Instead, you can also use the normal redial functions of your phone as usual.



Lift the handset.



Enter the code for dialling the last caller dialled (see code table → page 117). The phone number is dialled and the connection is established.

Step by step

Picking up out-of-hours calls

If your switchboard is no longer attended after a certain time, an out-of-hours call function can be configured on one or more phones for this period.

For example, if you hear one of the phones that has an out-of-hours call function configured ringing when the office is closed, you can pick up the call early from your phone.

You can also forward your phone to the phone with the out-of-hours call function before leaving the office so that colleagues who have not yet left can pick up calls for you.



Lift the handset.

Enter the code (see code table → page 117) for the out-of-hours call pickup in order to pick up the ringing call.



You can also configure a key for picking up out-of-hours calls.

Code table for OpenScape Voice functions

Ask your administrator to enter the latest codes in the following table. Print this page as an overview.

Function	Code	Description
Making anonymous calls off		→ page 97
Making anonymous calls on		→ page 98
Making anonymous calls temporarily on		→ page 98
Making anonymous calls temporarily off		→ page 99
List for selective call acceptance		→ page 100
List for selective call rejection		→ page 101
Rejecting anonymous calls		→ page 102
Accepting anonymous calls		→ page 102
Using abbreviated dialing		→ page 103
Call tracing		→ page 103
Making a line busy on		→ page 104
Making a line busy off		→ page 104
End of hunt group chain on		→ page 105
End of hunt group chain off		→ page 105
Edit mode for serial call		→ page 106
Edit mode for parallel call		→ page 107
Activating a parallel call		→ page 108
Deactivating a parallel call		→ page 108
Parking a call		→ page 109
Unparking a call		→ page 109
Active silent monitoring		→ page 110
Muted silent monitoring		→ page 111
One-way Intercom		→ page 113
Two-way Intercom		→ page 113
Announcing the local phone number		→ page 114
Last answered caller		→ page 115
Last dialled caller		→ page 115
Picking up out-of-hours calls		→ page 116

Step by step

Individual phone configuration

Display

Adjusting the display to a comfortable reading angle

You can swivel the display unit. Adjust the display unit so that you can clearly read the screen.

Setting contrast

The display has multiple contrast levels that you can set according to your light conditions.



You can also configure this setting via the WEB interface → page 145.



Press the key shown.

User

Select and confirm the option shown.



Enter and confirm the user password.

Phone?

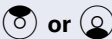
Select and confirm the option shown.

Display ?

Select and confirm the option shown.

Contrast: =

Select and confirm the option shown.



or



Set and confirm the contrast

Option = Save & Exit

Select the option shown and confirm twice.

Step by step

Date and time

This function allows you to select one of three different display modes for the date and manually set the time if necessary.



You can also configure these settings via the Web interface → page 145.

Setting the time



Press the key shown.

User

Select and confirm the option shown.

if nec.



Enter and confirm the user password.

Date and time?

Select and confirm the option shown.

Time = 14:44



Select and confirm the option shown. The time set is displayed.



Enter and confirm the time.

Option = Save & Exit



Select the option shown and confirm twice.

Setting the date



Press the key shown.

User

Select and confirm the option shown.

if nec.



Enter and confirm the user password.

Date and time?

Select and confirm the option shown.

Date = 20.02.2007



Select and confirm the option shown. The date set is displayed.



Enter and confirm the date.

Option = Save & Exit



Select the option shown and confirm twice.

Step by step

Setting daylight saving time

Prerequisite: Auto DST is deactivated → page 121.

You can also configure this setting via the WEB interface → page 145.

Press the key shown.

Select and confirm the option shown.

Enter and confirm the user password.

Select and confirm the option shown.

Select and confirm the option shown. The time set is displayed.

Confirm.

Select the option shown and confirm twice.

Setting the difference between daylight saving and standard time

Prerequisite: Auto DST is deactivated → page 121.

Enter the difference to be used for daylight saving time.

You can also configure this setting via the WEB interface → page 145.

Press the key shown.

Select and confirm the option shown.

Enter and confirm the user password.

Select and confirm the option shown.

Select and confirm the option shown. The difference set is displayed.

Enter and confirm the difference between daylight and standard time in minutes.

Select the option shown and confirm twice.



User

if nec.

Date and time?

Daylight saving = No

Yes

Option = Save & Exit



User

if nec.

Date and time?

Difference (mins) = 60



Option = Save & Exit

Step by step

Automatic daylight saving time

The **Auto DST** setting is provided for information purposes and can only be changed by your administrator.

You can also access this information via the Web interface → page 145.



Press the key shown.



Select and confirm the option shown.

User

if nec.



Enter and confirm the user password.

Date and time?

Select and confirm the option shown.

Daylight saving time must be manually set if a **No** is entered for **Auto DST** → page 120.

Time display format

You can also configure this setting via the WEB interface → page 145.



Press the key shown.



Select and confirm the option shown.

User

if nec.



Enter and confirm the user password.

Locality?

Select and confirm the option shown.

Time format = 24 hours



Select and confirm the option shown. The format set is displayed.

12 hours (AM/PM)



Select and confirm the time format (12- or 24-hour display).

Option = Save & Exit



Select the option shown and confirm twice.

Step by step

Date display format



You can also configure this setting via the WEB interface → page 145.



Press the key shown.

Select and confirm the option shown.



Enter and confirm the user password.

Select and confirm the option shown.

Select and confirm the option shown. The format set is displayed.

Select and confirm the format you want.

Select the option shown and confirm twice.

Step by step

Audio

Volumes

Use this selection to set the following volumes:

- Loudspeaker
- Ringer
- Handset
- Handsfree (OpenStage 20/20 G only)



You can also configure this setting via the WEB interface → page 145.

Example: **Handset**:



Press the key shown.

User

Select and confirm the option shown.

if nec.



Enter and confirm the user password.

Audio

Select and confirm the option shown.

Volumes?

Select and confirm the option shown.

Handset



Select and confirm the option shown.



or



Set and confirm the volume.

Option = Save & Exit



Select the option shown and confirm twice.

Step by step

Settings

Ringtone

If your administrator has loaded suitable files to the phone, you can select a realtone file in *.mp3 or *.wav format for the ringer tone. If no individual audio files are available the "pattern" ringtone is preset.



Press the key shown.

User

Select and confirm the option shown.



Enter and confirm the user password.

Audio

Select and confirm the option shown.

Settings?

Select and confirm the option shown.

Ringer file = Pattern

Select and confirm the option shown.

ABC.wav

Required ringtone file^[1Select] or "pattern." You will immediately hear the associated ringer melody. Confirm current ringtone file.

Option = Save & Exit

Select the option shown and confirm twice.

Pattern melody



You can also configure this setting via the WEB interface → page 145.

Prerequisite: You have choosen the "pattern" ringtone, see → page 124.



Press the key shown.

User

Select and confirm the option shown.



Enter and confirm the user password.

Audio

Select and confirm the option shown.

Settings?

Select and confirm the option shown.

1. The phone displays the current setting.

Step by step

Ringer melody = 4

Option = Save & Exit



User

if nec.



Audio

Settings?

Ringer tone sequence = 2

Option = Save & Exit



User

Required pattern melody¹ Choose between 1 and 8 (e. g. **4**). You will immediately hear the corresponding Ringer melody. Confirm the selected Ringer melody.

Select the option shown and confirm twice.

Pattern sequence

You can also configure this setting via the WEB interface → page 145.

Prerequisite: You have chosen the "pattern" ringtone, see → page 124.

Press the key shown.

Select and confirm the option shown.

Enter and confirm the user password.

Select and confirm the option shown.

Select and confirm the option shown.

Select your desired Ringer tone sequence between 1 and 3 (e. g. **2**) You immediately hear the set Ringer melody with the chosen Ringer tone sequence. Confirm the selected setting.

Select the option shown and confirm twice.

Room character



Speakerphone mode is only available in OpenStage 20/20 G.

To ensure that the other party can hear you properly in speakerphone mode (only with OpenStage 20/20 G) you can adjust the phone to the room acoustics by choosing one of the following room characters: "Normal", "Echoing", "Muffled".

You can also configure this setting via the WEB interface → page 145.

Press the key shown.

Select and confirm the option shown.

1. The phone displays the current setting.

Step by step

if nec.	Enter and confirm the user password.
Audio	Select and confirm the option shown.
Settings?	Select and confirm the option shown.
Room character = Normal 	Select and confirm the room character in the context menu (for example, "Normal").
Option = Save & Exit 	Select the option shown and confirm twice.
Country setting for speakerphone mode Configure the regional setting you prefer for speakerphone mode here (only with OpenStage 20/20 G) (see → page 31).  You can also configure this setting via the WEB interface → page 145.  Press the key shown.	
User	Select and confirm the option shown.
if nec.	Enter and confirm the user password.
Audio	Select and confirm the option shown.
Settings?	Select and confirm the option shown.
Open listening = Standard mode	Select and confirm the setting you want in the context menu ("Standard mode" or "US mode).
Option = Save & Exit 	Select the option shown and confirm twice.

Step by step

Tone and indication with an unsecured voice connection

Use this option to activate an alerting tone that you hear when a secure voice connection with the party you are currently talking to ceases to be secure. The message "Nonsecure connection" also appears.

Prerequisite: Secure connection setup is the preference set by your administrator.



You can also configure this setting via the WEB interface → page 145.



Press the key shown.

User

Select and confirm the option shown.

if nec.



Enter and confirm the User password.

Configuration

Select and confirm the option shown.

Connected calls

Select and confirm the option shown.

Secure call alert

Select and confirm the option shown.

Yes

Select and confirm the option shown in the context menu.

Save & Exit

Select and confirm the option shown.

Step by step

Key click

You can configure whether a key click should be audible when a key is pressed. You can also decide whether this should apply for all keys or only for the keys on the keypad. In addition, you can adjust the click volume or disable the sound.



You can also configure this setting via the WEB interface → page 145.



Press the key shown.

Settings

Select and confirm the option shown.

User

Select and confirm the option shown.

if nec.

Enter and confirm the User password.

Phone

Select and confirm the option shown.

Key click

Select and confirm the option shown.

Adjusting the volume for the Key click

Volume

Select and confirm the option shown.

Medium

For instance, select and confirm a medium volume level. You can also select one of the following three options:

- Low
- High
- Off (for no click)

Key selection

Keys

Select and confirm the option shown.

Keypad only

Select and confirm if the setting is only to apply for the character input keys.

or

All keys

Select and confirm the option shown.

Save & Exit

Confirm the option shown.

Step by step

Setting the language and country

Selecting a language

Use this menu option to select the language for operator prompting.



You can also configure this setting via the WEB interface → page 145.



Press the key shown.

User

Select and confirm the option shown.

if nec.



Enter and confirm the user password.

Locality?

Select and confirm the option shown.

Language = Deutsch



Select and confirm the option shown. The language set is displayed.

English



Select and confirm to set the required language, in our example, English.

Option = Save & Exit



Select the option shown and confirm twice.

Step by step

You may choose from the following languages:

1. Bahasa Indonesia
2. Bahasa Malaysia
3. Brasileiro
4. Català
5. Čeština
6. Dansk
7. Deutsch
8. Eesti keel
9. English
10. English(US)
11. Español
12. Français
13. Hrvatski
14. Italiano
15. Latviešu Valoda
16. Lietuvių Kalba
17. Magyar
18. Nederlands
19. Norsk
20. Polski
21. Português
22. Română
23. Slovenčina
24. Slovenski Jezik
25. Srpski Jezik
26. Suomi
27. Svenska
28. Türkçe
29. Ελληνικά
30. Български
31. Македонски Јазик
32. Русский
33. Српски Језик
34. 中文
35. 日本語

Step by step



User

if nec.



Locality?

Country = Germany



United States



Option = Save & Exit



Locality

Adapt your phone settings to suit the relevant country-specific conditions (e.g., transmission parameters).

You can also configure this setting via the WEB interface → page 145.

Press the key shown.

Select and confirm the option shown.

Enter and confirm the user password.

Select and confirm the option shown.

Select and confirm the option shown. The country set is displayed.

Select and confirm to set the country¹¹, here US, for instance.

Select the option shown and confirm twice.

You may choose from the following countries:

1. Argentinien	AR	20. Luxembourg	LU
2. Australia	AT	21. Mexico	MX
3. Austria	AU	22. Netherlands	NL
4. Belgium	BE	23. New Zealand	NZ
5. Brazil	BR	24. Norway	NO
6. Canada	CA	25. Poland	PL
7. China	CN	26. Portugal	PT
8. Chile	CL	27. Russian Federation	RU
9. Croatia	HR	28. Singapore	SG
10. Czech Republic	CZ	29. Slovakia	SK
11. Denmark	DK	30. South Africa	ZA
12. Finland	FI	31. Spain	ES
13. France	FR	32. Sweden	SE
14. Germany	DE	33. Switzerland	CH
15. Hungary	HU	34. Thailand	TH
16. India	IN	35. Turkey	TR
17. Ireland	IE	36. United Kingdom	GB
18. Italy	IT	37. United States	US
19. Japan	JP	38. Vietnam	VN

1. The phone displays the current setting.

Step by step

User

if nec. 

Network information

Network information

This overview in the user area of the Service menu provides you with information about the IP address of the phone and the HTML address of the Web interface. It also provides real-time data about the network activity of the phone.



Press the key shown.

Select and confirm the option shown.

Enter and confirm the user password.

Select and confirm the option shown. You can browse the following overview:

IP Address: Displays the IP address or name which was assigned to the phone in the network.

WBM URL: HTTP address of the Web interface. This address is specified in the address line of the Internet browser and is used to call the Web interface of the phone in the browser.

DNS domain: The DNS domain that can be assigned to the telephone in addition to the IP address (e.g. http://my-openStage.phone/).

LAN/PC-RX: The network or PC interface data packets received are illustrated dynamically as columns.

LAN/PC-TX: The network or PC interface data packets sent are illustrated dynamically as columns.

LAN/PC autonegotiated: [Yes|No]: Displays whether the network or PC interface data transfer rate is set to automatic (**Yes**) or manual (**?No**).

LAN/PC information: [10|100|1000] Mbit/s: Data transfer rate of the network or PC interface. If an interface is not in use, **Link down** is displayed.

Step by step

Resetting user data

The following user-specific settings changed via the phone menu or the Web interface can be reset to factory settings.

- Display contrast
- Language setting
- Audio settings
 - Volumes
 - Settings
- Call lists
 - All entries are deleted

Attention: All data is reset **without** a warning tone.

Initiating the reset



Press the key shown until the "Menu" tab is active.

User

Confirm.

if nec.



Enter and confirm the user password.

Reset

Select and confirm the option shown.

Reset all user data

Select and confirm the option shown. The user data is reset to factory settings.

Step by step

Call recording

A central voice recorder is installed in the network for recording calls to which your telephone connects in order to record the current voice traffic. The recorder records the entire voice flow of two or more participants.

Recording modes

The administrator can configure the following operating modes for call recording:

- Manual
- AutoStart
- All Calls
- Disabled

The following settings are possible to audibly signal the recording:

- Repeated
- Single Shot
- Off

Check with your administrator as to which settings were made for your phone.

Mode: ALL CALLS:

The telephone starts and stops the recorder automatically in order to ensure that all calls are being recorded.

Mode: MANUAL

You decide when the recorder is started and stopped or paused. If the recorder is switched on, all further calls will be recorded. If you pause the recorder then nothing will be recorded. If there are no calls, then the recorder likewise pauses.

Mode: AUTOSTART

The telephone starts the recorder automatically. You can stop or pause the recorder yourself however and restart it. If a call has already been recorded, new incoming and outgoing calls will also be recorded. If you pause the recorder during a call, special calls such as consultation calls, call pickups and second calls will not

Step by step

be recorded as long as the recorder is paused. If the telephone reverts to idle status, the AutoStart process is set up again for the next call.

Explanations of recording

Recordable calls

A recordable call is any call that has a call connection status on the telephone. This can be any incoming or outgoing call. It is immaterial here whether a call is set up directly via the telephone or via an application.

- Outgoing
- Incoming
- Consultation
- Pickup
- Reconnect
- Second call
- Connected call
- Conference¹
- Automatic call acceptance
- Secured or unsecured line

Non-recordable calls

- Outgoing calls that have not yet reached full connection status, such as a ringing call.
- Calls on hold

1. Server-based conference only

Step by step

Enhanced functions:

1. A conference¹ can be set up or cleared down during recording.
2. A consultation can be performed during recording.
3. Call transfer is also available during recording.
4. A second call can be accepted during recording.

The following features are not supported:

1. Playing back recordings over the telephone.
2. Deleting recordings over the telephone.
3. Functions for editing recordings over the telephone.

Recording tips

You will receive the following advisories while a call is being recorded:

- The recording symbol  on the display (permanent)
- Beep (repeated at intervals for you and your call partner)
- Beep (single at the start of recording for you and your call partner)

The audible advisory can also be switched off. Please check with the relevant administrator.

Recording calls

Using voice recording

The recording function can be used in a similar way to a recorder, for example for recording music. The recorder can be:

- switched on (standby )
- switched off or stopped ()
- started ()
- paused ()

The symbols used here by way of example can be found on practically any hardware and software recorder.

1. Server-based conference only

Step by step

Automatic call recording

This is the simplest mode. If you have accepted a call or called a subscriber and the subscriber answers, the call is recorded automatically. Refer to → page 135 to check which calls this can be.

As soon as the recording starts, you will see the recording symbol  and hear a beep (see also → page 136).

You cannot pause the recording manually in this mode.

Manual call recording

Activating or deactivating call recording when the telephone is in idle mode.

Prerequisite: Manual mode is selected.

Recording on? 

Select the option shown in the telephone's context menu to enable the option.

Recording off? 

or disable the option.

Call recording with AutoStart

Standby mode is activated in principle in idle mode. You cannot switch off the recorder. As soon as a call is set up, call recording starts automatically.



Lift the handset.

or

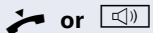


Press the key shown.



The station answers. You hear a beep and the recording symbol  is shown on the display. The call is now being recorded (see also → page 136)

You can pause the recording at any time and continue it again.



If you end the call, the AutoStart process is set up again for the next call.

Step by step

Controlling call recording

Starting call recording manually during a call

Prerequisite: Manual mode or AutoStart is selected.
You are conducting a call. Recording has not started.

You are conducting a call (see also → page 135).

Select and confirm the option shown.

You hear a beep and the recording symbol  is shown on the display. The call is now being recorded (see also → page 136).

Pausing call recording manually during a call

Prerequisite: Manual mode or AutoStart is selected.
You are conducting a call. Recording has started.

You are conducting a call (see also → page 135).

Select and confirm the option shown. The recording symbol  on the display disappears.

You can start the recording again at any time, for example to continue recording the current call.

Ending call recording automatically

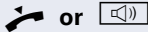
Prerequisite: You are conducting a call. Recording has started.

The recording is terminated automatically as soon as the call is ended. The recording symbol  on the display disappears.

Recording on?



Recording off?



or



Step by step

Consultation during call recording

Prerequisite: You are conducting a call. Recording has started.

You initiate a consultation – your main call is placed on hold as a result while the consultation is being performed.



The recording is paused while you initiate the consultation. The recording symbol  on the display disappears.



If the consultation partner answers, the consultation call is recorded. You hear a beep and the recording symbol  is shown on the display again.

You can now terminate the consultation call or for example switch back to the first call party (alternate) while the consultation call is placed on hold.

Second call during call recording

Prerequisite: You are conducting a call. Recording has started.



You are conducting a call. You hear a beep and the recording symbol  is shown on the display. The call is now being recorded.

A second call party camps on → page 64.

In the pop-up menu:

Accept

Select and confirm the option shown.

You are connected with the second party. You hear a beep and the recording symbol  is shown in the line for the second call – this call is now being recorded. The first party is placed on hold.

Step by step

Alternate

Call recording while alternating

Prerequisite: You have an active or held consultation or second call. Recording has started.



You are connected with the second party. You hear a beep and the recording symbol  is shown in the line for the second call.

Confirm the option shown.



You are switched to the main call. You hear a beep and the recording symbol  is shown in the line for the main call – this call is now being recorded.

You can pause and restart the recording at any time in manual and auto start modes.

Your call is paused and reconnected during the recording.

Prerequisite: You are conducting a call that is being recorded.



Your call partner has placed the call on hold. You hear the music on hold. The recording is paused and the recording symbol  has disappeared from the display.



Your call partner resumes the call. You hear a beep and the recording symbol  is shown on the display.

Step by step

Conference

Setting up a conference during recording

Prerequisite: You are conducting a consultation call → page 42 or you have accepted a second call → page 64 and the "System conference" feature was configured by the administrator. Recording has started. The main call is placed on hold.

Select and confirm the option shown in the connection's context menu. You are connected to both parties at once. The conference is displayed with the current participants.

You hear a beep and the recording symbol  is shown in the "Conference" line.

Adding conference participants during the recording

Prerequisite: You have set up a conference. The "System conference" feature was configured by the administrator. The conference call is now being recorded.



You have performed a consultation or accepted a second call (→ page 42 or → page 64). The conference call is placed on hold.

You hear a beep and the recording symbol  is shown in the line for the consultation or second call. The call is now being recorded.

Conference

Select the option shown in the context menu for the consultation or second call in order to include the new participant in the conference.

You hear a beep and the recording symbol  is shown again in the "Conference" line.

Step by step

Your call is included in a conference during the recording.

Prerequisite: You are conducting a call that is being recorded. You are to be included in a conference by your call partner. You are placed on hold while the conference is being set up.



You hear the music on hold while your call partner is setting up the conference. The recording is paused and the recording symbol  has disappeared from the display.



Your call partner answers again and you are connected to the conference. You hear a beep and the recording symbol  is shown in the "Conference" line. The conference call is now being recorded.

Step by step

Diagnostic Information

This information overview in the user area of the service menu provides you with information on the current configuration of the telephone:



Press the key shown.

User

Select and confirm the option shown.

if nec. 

Enter and confirm the user password.

Diagnostic information

Select and confirm the option shown.

You see a numbered list of telephone parameters with the current settings.

You can see a more structured view of the list via the WEB interface → page 145:

Example:

Diagnostic Information		
2011-05-25 08:14:34		
00	terminal.number:	3336
01	sip.server:	192.168.1.240
02	sip.port:	5060
03	sip.registrar:	192.168.1.240
04	sip.registrar.port:	5060
05	sip.gateway:	192.168.1.240
06	sip.transport:	UDP
07	sip.gateway.port:	5060
08	server.features:	No
09	dns.results:	5060
10	multiline:	No
11	registered.lines:	5060
12	backup.active:	Yes
13	backup.proxy:	
14	software.version:	V3 R0.24.0 SIP 110514
15	display.message:	None
16	last.restart:	25-5-2011 8:12:15
17	memory.free:	24,574K free

Step by step

Diagnostic.Information		
18	ip.adress:	192.168.1.41
19	subnet.mask:	255.255.255.0
20	default.route:	192.168.1.2
21	primary.dns:	192.168.1.105
22	secondary.dns:	192.168.1.2
23	route.1.ip:	
24	route.1.gateway:	None
25	route.1.mask:	None
26	route.2.ip:	None
27	route.2.gateway:	None
28	route.2.mask:	None
29	mac-address:	0001e32faf10
30	discovery.mode:	Manual
31	dhcp.reuse:	No
32	lan.port.type:	0
33	pc.port.status:	None
34	pc.port.type:	0
35	pc.port.autoMDIX:	No
36	vlan.id:	
37	qos.layer.2:	Yes
38	qos.layer.2.voice:	5
39	qos.layer.2.signalling:	None
40	qos.layer.2.default:	0
41	qos.layer.3:	Yes
42	qos.layer.3.voice:	13
43	qos.layer.3.signalling:	7
44	lldp.med.operation:	Yes

Web interface

General

You can configure a number of settings for your phone via the Web interface. Communication is via a secure HTTPS connection. Access to the Web interface must be activated by administrator.

Calling up the Web interface



For more information on the IP address, the Web interface address, and how to connect the telephone to the network, refer to the section entitled "Network information" → page 132.

To call up the interface, open a Web browser and enter the following:

https://[IP address of the phone]

[IP address of the phone] is the IP address of your phone.

or

https://[Name of the phone]

[Name of the phone] which was assigned by administrator.



You might receive a certificate notification from the browser. Follow the instructions to download the certificate.

You will be prompted to configure a user password the first time you call up the Web interface → page 87. You must log on with this password in future every time you want to open the User Pages.

Administrator Pages

This area lets you configure settings for administering your phone and the network environment. Access to the Administrator Pages is protected by the admin password. For more information, contact your administrator or refer to the administration manual.

User pages

The Web interface homepage opens once you have entered and confirmed the phone's IP address.

1. Click a menu heading to display the individual menu entries. Click the menu heading again to close the menu.
2. Click a menu entry to open the corresponding form.
3. Make the desired changes.
4. Click the corresponding button to save or discard your changes.

Button functions

- "Login": Log on to the phone after you have entered the user password
- "Submit": Apply changes
- "Reset": Reset original values
- "Refresh": Update the values.
- "Logout": Log off the phone

User menu

All settings can be made via the user menu of the web interface as well as via the phone's user menu.

User Pages

User login  → page 87

Date and Time

- Local time  → page 119
- Local date (day, month, year)  → page 119
- Allow daylight saving  → page 120
- Difference (minutes)  → page 120
- Auto time change  → page 121

Audio

- Ringer melody ( → page 124)
- Ringer tone sequence ( → page 125)
- Ring file ( → page 124)
- Room Character ( → page 125)
- Open listening ( → page 126)

Configuration

- Outgoing calls
 - Autodial delay (seconds)  → page 75
 - Callback option  → page 54
 - Allow busy when dialing  → page 77
 - Allow transfer on ring  → page 71
 - Allow immediate dialing  → page 39
- Incoming calls
 - Deflecting
 - Allow deflection ( → page 56)
 - Default deflect destination  → page 56
- Forwarding
 - Settings
 - Forwarding Favorites Destination 1 to Destination 5
 → page 47
 - Forward all calls allowed  → page 49
 - to  → page 49
 - Direct destination  → page 46
 - Forward on busy allowed  → page 49
 - to  → page 49
 - Direct destination  → page 46
 - Forward on no reply allowed  → page 49
 - to  → page 49
 - Direct destination  → page 46
 - No reply delay (seconds)^[1]  → page 50
 - Alerts
 - Visual alerts  → page 59
 - Audible alerts  → page 59

[1]. Only if "Server features" was deactivated by your administrator

- Forwarding party  → page 59
- Handling
 - Allow call waiting  → page 67
 - Allow DND  → page 86
 - Allow busy when dialing  → page 77
- CTI calls
 - Allow auto-answer  → page 72
 - Allow beep on auto-answer  → page 72
 - Allow beep on auto-reconnect  → page 73
- Connected calls
 - Allow call transfer  → page 70
 - Allow call joining  → page 44
 - Allow exit conference  → page 80
 - Allow hold reminder  → page 60
 - Hold reminder delay (minutes)  → page 61
 - Hold and hang-up  → page 62
 - Allow music on hold  → page 63
 - Allow conferences  → page 79
 - Allow secure call signaling  → page 127
 - Toggling associate → page 68
 - Lower IL alert (for GB only)
- Call logging
 - Enable call log  → page 84

Phone

- Display settings
 - Contrast  → page 118
- Key click
 - Volumes
 - Off
 - Low
 - Medium
 - High
 - Keys
 - Keypad only
 - All keys

Locality

- Country  → page 131
- Language  → page 129
- Date format  → page 122
- Time format  → page 121

Security

- Password
 - Current Password
 - New password  → page 87
 - Confirm password  → page 87

Diagnostic nformation  → page 143

Fixing problems

Caring for your telephone

- Never allow the telephone to come into contact with coloring, oily or aggressive agents.
- Always use a damp or antistatic cloth to clean the telephone. Never use a dry cloth.
- If the telephone is very dirty, clean it with a diluted neutral cleaner containing surfactants, such as a dish detergent. Afterwards remove all traces of the cleaner with a damp cloth (using water only).
- Never use cleaning fluids containing alcohol or plastic-damaging detergents to clean the telephone. The use of scouring agents is also forbidden.

Troubleshooting

Pressed key does not respond:

Check if the key is stuck.

The phone does not ring on call:

Check whether the ringtone is deactivated (see icon in the status bar on the display → page 85). If it is deactivated, activate the ringtone

You cannot dial a number:

Check whether your telephone is locked ("Phone locked. To unlock enter the PIN" appears on the screen). If the phone is locked, unlock it.

To correct any other problems:

First contact the relevant administrator. If the administrator is unable to correct the problem, contact Customer Service.

Contact partner in the case of problems

Contact your administrator if a fault persists for more than five minutes, for example.

Local user menu

Opening the user menu on the phone

To open the user menu, press the  key.

On the **Settings** tab, select the **User** menu option. You are prompted to enter the User password → page 87. Confirm this with **OK**. The options of the user menu are available.

User menu display

The majority of settings that can be made via the user menu on the phone, can also be made via the web interface → page 145.

Changes are usually confirmed using the **Save & Exit** option or discarded using the **Exit (no save)** option.

The options grayed out are not available on the OpenStage 15 or have no function.

User

Date and time?

- Time = hh:mm → page 119
- Date = DD.MM.YYYY → page 119
- Daylight saving = Yes → page 120
 - No?
 - Return?
- Difference (mins) = mm → page 120
- Auto DST = Yes/No → page 121
- Save & Exit
- Exit (no save)

Audio?

- Volumes?
 - Loudspeaker =  → page 123
 - Ringer =  → page 123
 - Handset =  → page 123
 - Headset = 
 - Handsfree =  → page 123
 - Rollover = 
 - Save & Exit
 - Exit (no save)
- Settings?
 - Ringtone = Ring file → page 124
 - Pattern?
 - Ringer1.wav?
 - Ringer2.wav?

- Ringer3.wav?
- Ringer4.wav?
- Ringer5.wav?
- Ringer6.wav?
- Return?
- Ringer melody = 2 → page 124
 - 1?
 - 2?
 - 3?
 - 4?
 - 5?
 - 6?
 - 7?
 - 8?
 - Return?
- Ringer tone sequence= 1 → page 125
 - 1?
 - 2?
 - 3?
 - Return?
- Room character = Normal → page 125
 - Normal?
 - Echoing?
 - Muffled?
 - Return?
- Open listening = Standard mode → page 126
 - Standard mode?
 - US mode?
 - Return?
- Save & Exit
- Exit (no save)
- Return?

User Configuration?

- **Outgoing calls?**
 - Autodial delay = 6 → page 76
 - 1?
 - 2?
 - 3?
 - 4?
 - 5?
 - 6?
 - 7?
 - 8?
 - 9?
 - Return?
- Rückruf = No → page 54
 - Yes?

- Return?
- Busy when dialing = Yes → page 77
 - No?
 - Return?
- Transfer on ring = Yes → page 71
 - No?
 - Return?
- Immediate dialing = Yes → page 39
 - No?
 - Return?
- Save & Exit
- Exit (no save)
- **Incoming calls?**
- Deflecting?
 - Allow deflection = Yes → page 56
 - No?
 - Return?
 - Default destination = → page 56
 - Save & Exit
 - Exit (no save)
- Forwarding?
 - Settings?
 - ☐ All calls: 12345 → page 49
 - Einschalten?
 - Enter destination → page 47
 - List of saved numbers, if applicable → page 47
 - Edit favorites
 - Destination 1
 - Destination 2
 - Destination 3
 - Destination 4
 - Destination 5
 - Save & Exit
 - Exit (no save)
 - Copy → page 48
 - Einfügen (if copying is active) → page 48
 - Return
 - ☐ Busy: 12345 → page 49
 - Einschalten?
 - Enter destination → page 47
 - List of saved numbers, if applicable → page 47
 - Edit favorites
 - Destination 1
 - Destination 2
 - Destination 3
 - Destination 4
 - Destination 5

- Save & Exit
 - Exit (no save)
- Copy → page 48
- Einfügen (if copying is active) → page 48
- Return
- ☐ No reply: 12345 → page 49
 - Einschalten?
- Enter destination → page 47
- List of saved numbers, if applicable
- Edit favorites → page 47
 - Destination 1
 - Destination 2
 - Destination 3
 - Destination 4
 - Destination 5
 - Save & Exit
 - Exit (no save)
- Copy → page 48
- Einfügen (if copying is active) → page 48
- Return
- Verzögerung einst. = 16^[1] → page 50
- Alerts
 - Visual alerts = No → page 59
 - On?
 - Return?
 - Audible alerts = No → page 59
 - On?
 - Return?
 - Forwarding party = Display last → page 59
 - Display first?
 - Display last?
 - Return?
 - Save & Exit
 - Exit (no save)
- Handling?
 - Allow call waiting = Yes → page 67
 - No?
 - Return?
 - Allow DND = Yes → page 86
 - No?
 - Return?
 - Busy when dialing = Yes → page 77
 - No?
 - Return?
 - Save & Exit
 - Exit (no save)
 - CTI calls?

[1]. Only if "Server features" was deactivated by your administrator

- AutoAnswer = Yes → page 72
 - No?
 - Return?
- AutoAnswer beep = Yes → page 72
 - No?
 - Return?
- AutoReconnect beep = Yes → page 73
 - No?
 - Return?
- Save & Exit
- Exit (no save)
- Return?
- **Connected calls?**
- Allow call transfer = Yes → page 70
 - No?
 - Return?
- Allow call joining = Yes → page 44
 - No?
 - Return?
- Allow exit conf = Yes → page 80
 - No?
 - Return?
- Allow hold rem. = Yes → page 60
 - No?
 - Return?
- Hold rem. delay = 8 → page 61
 - 3?
 - 4?
 - 5?
 - 6?
 - 7?
 - 8?
 - 9?
 - 10?
 - 11?
 - 12?
 - 13?
 - 14?
 - 15?
 - Return?
- Hold and hang-up = Yes → page 62
 - Yes
 - No
- Music on hold = Yes → page 63
 - No?
 - Return?
- Allow conferences = Yes → page 79

- No?
- Return?
- Secure call alert = Yes → page 127
 - No?
 - Return?
- Toggle associate = Yes → page 68
 - No?
 - Return?
- Lower IL alert (for GB only)
 -
 - Save & Exit
 - Exit (no save)
- Return?
- Call logging
 - Options: Save & Exit
 - Exit (no save)
 - Enable call log Yes → page 84
 - Yes
 - No

Phone?

- Display settings?
 - Contrast =  → page 118
 - Save & Exit
 - Exit (no save)
- Key click
 - Options Save & Exit
 - Exit (no save)
 - Volume → page 128
 - Off
 - Low
 - Medium
 - High
 - Keys → page 128
 - Keypad only
 - All Keys
- Return?

Locality?

- Country = DE → page 131
 - DE?
 - *Further countries, see* → page 131
 - Return?
- Language = Deutsch → page 129
 - Deutsch?
 - *Further languages, see* → page 130
 - Return?
- Date format = dd/mm/yyyy → page 122

- dd/mm/yyyy?
- yyyy/mm/dd?
- mm/dd/yyyy?
- Return?
- Time format = 24 hour → page 121
 - 24 hour?
 - 12 Hour (AM/PM)?
 - Return?
- Save & Exit
- Exit (no save)

Security?

- Change user password? → page 87
 - Current Password =
 - New user password =
 - Confirm New user password =
 - Save & Exit
 - Exit (no save)
- Phone lock? → page 90
 - Save & Exit
 - Exit (no save)
 - Phone lock = No
 - Yes

Network information?

- Phone address = → page 132
- Web address =
- IP address =
- LAN RX = 
- LAN TX = 
- PC RX = 
- PC TX = 
- LAN autonegotiated = Yes
- LAN information = 10 Mbps full duplex
- PC autonegotiated = Yes
- PC information = Link down
- Exit (no save)

Diagnostic information

→ page 143

Reset?

- Reset all user data? → page 133
- Cancel?

Back?

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